Town of North Reading
Massachusetts

Department of Public Works

WATER RULES AND REGULATIONS

The following regulations are part of the contract with every person who takes water and govern the relations between the Water Department and its Consumers and Contractor/Developers who install water systems.

All prior and existing rules and regulations are hereby amended and these rules and regulations substituted in place thereof.

These rules and regulations have been adopted by the North Reading Water Commission as authorized by Town By-Law 191-14 A and will be in full force and effect as of June 22, 2012.

Ruth Dempsey
CLERK

James Perkins

Vincent Ragucci
CHAIRMAN

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TOWN OF NORTH READING
WATER RULES & REGULATIONS

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TOWN OF NORTH READING
WATER RULES & REGULATIONS

SECTION I - GENERAL CONDITIONS

The following rules and regulations govern the relations between the North Reading Water Department and its customers and are applicable to every customer who receives water service from the North Reading Water Department. The fact of accepting said service shall be considered as consent on the part of the customer to be bound by these rules & regulations. Any violation of these rules & regulations may result in the discontinuance of service and any other penalties authorized by law.

A. DEFINITION OF TERMS:

Wherever in these rules and regulations the following terms or names are used, the intent and meaning shall be interpreted as follows:

Administrative Office is located at Town Hall, 235 North Street. It is open daily Monday - Thursday, 8:00 a.m. to 4:00 p.m., Friday, 8:00 a.m. - 1:00 p.m., Telephone no. (978) 664-6060 or 6042.

Applicant shall mean any person or persons, trusts, firms, or corporations, having established ownership of the property involved and applying for installation of water works utilities of any kind.

Commercial Service. Installation and maintenance for pipe from the main to the building shall be the responsibility of the commercial building owner (as so classified in accordance with General Laws, Chapter 59, Section 2A).

Cross Connection. Any actual or potential connections between a distribution pipe of potable water from the North Reading Water Department and any unapproved source.

Customer. shall mean the responsible legal property owner or owners of land abutting ways or streets containing water works utilities or in which it is proposed to install water works utilities, or the responsible legal property owners of private land in which it is proposed to install water works utilities using the water service of the Town.

Department shall mean the Water Department, a division of the Department of Public Works, acting through the Director and the Water Superintendant as the agency responsible for the operation, maintenance and extension of the Water System and related activities.

Director shall mean a person duly appointed by the Town Administrator as the Director of Public Works and solely responsible in all matters relating to the Water Department and the water supply system, all in accordance with applicable Federal & State Laws and local By-Laws.

Engineer shall mean the Town Engineer and/or the consulting engineer employed by the Town. The Engineer is located at the Administrative Office.

Industrial Service. Installation and maintenance for pipe from the main to the building shall be the responsibility of the industrial building owner (as so classified in accordance with General Laws, Chapter 59, Section 2A).

Main shall mean any pipe and appurtenances except service pipe installed in public and private ways and in easements for the purposes of providing water supply for the abutting property owners, for fire hydrant service or for reinforcement and efficient operation of the water system.

Residential, any property so classified in accordance with General Laws, Chapter 59, Section 2A.

Residential Owners Pipe shall mean pipe connecting curb stop and meter, with owner responsible for maintenance. Any new installation or replacement of an owner's pipe shall be entirely at the owner's expense.

Residential Service Pipe shall mean the water pipe connecting main and curb stop, with Town responsible for maintenance.

Selectmen. The Board of Selectmen of the Town of North Reading.

Service Connection shall mean the pipe running from the water main in the street to a customer's property, including the curb stop and curb box at the property line, a shutoff valve, water meter and meter connection inside the cellar wall. This pipe has two components: the Residential Owners Pipe and the Residential Service Pipe.

Town. The Town of North Reading

Water Commission. The Water Commission of the Town of North Reading

Water Department shall mean the division responsible for water supply of the Department of Public Works.

Water Superintendant shall mean a person duly appointed by the Town Administrator as the Water Superintendant. The Director has delegated responsibility in all matters relating to the Water Department and the water supply system to the Water Superintendant.

Water System or Facilities shall mean all source facilities, distribution reservoirs, water main pipe and appurtenances such as service connections, hydrants, gate valves, and meters required to provide satisfactory service from the city system to the water meters of the individual users.

B. GENERAL

1. Right of Access.

a. Agents or representatives of the North Reading Water Department, upon proper identification, may at any reasonable time enter any premises supplied with water by the Water Department for the purposes of inspections, observations, measuring, sampling & testing of: water use, buildings, water quality, meters, water service pipes, fire service pipes, cross connections & backflow preventers, and other facilities, fixtures or attachments used by the consumer that may reasonably be contributing to a violation of these rules & regulations.

b. Where a customer, after receiving reasonable notice from the Water Department, refuses to permit properly identified Water Department personnel to enter or have access to premises or facilities, the Water Department may forthwith give written notice of its intent, which may be up to and including the termination of water service to the customer.

2. When the Water Department determines that: a violation of these regulations or any damage to the public water system is threatened or has occurred, any one of the following actions may be taken:

a. The Water Department may shut off the water service as authorized elsewhere in these regulations.

b. The Water Department may issue an order to cease and desist any such violation and may direct the violator(s) to comply with these rules & regulations and with the cease and desist order either forthwith or in accordance with a time schedule set forth by the Water Department; or to take appropriate remedial preventive action in the event of a threatened violation.

3. The Water Department may require the customer in question to submit a detailed plan and time schedule showing the specific actions to be taken in order to prevent or correct a violation. The Water Department may modify the detailed plan and time schedule, or require such other actions within such times, as the Water Department deems appropriate.

4. The Water Department and the Town may take direct enforcement action by filing suit in any court of competent jurisdiction pursuant to any applicable statue or regulation.

5. The Water Department does not assume responsibility for damages caused by dirty water or abnormal pressures, from either from the source of supply or caused by accident to the system, repairs of operation of the gate and hydrant system.

6. To the extent possible, the Water Department will attempt to notify customers prior to discontinuing water service in any area of the Town, either because of an emergency or for planned purposes of repair. The Department will endeavor to give timely notice wherever possible to as many of the consumers affected as time and the character of the repairs or accident will permit, but failure to give such notice will not necessarily render the Department responsible or liable for any damages or inconvenience that may result from shutting off the water or any coincident conditions. The Department will, so far as practicable, use its best efforts to prevent unfavorable conditions arising from shutdowns.

7. The Water Department reserves the right at any time without notice to shut off the water at the main for the purpose of making repairs, tests, main extensions, or other necessary purposes. Persons having boilers or other appliances on their premises depending on the normal pressure in the pipes to keep them supplied by water are cautioned against the danger from these sources and are required to provide, a their own expense, suitable safety devices to protect them against such danger. It is expressly stipulated the Water Department and Town will not be liable for any damage from water being cut off, either by accident or necessity.

8. The Water Department reserves the right to restrict the use of water for any reason if the use by a customer use may jeopardize the quality or quantity of the Town water supply (Town By-Law 191-10). Water may be shut off at the curb stop if a customer fails or refuses to comply with such restrictions.

9. No person may shut off or turn on water from any water main, water service, hydrant or any other fixture intended for fire protection without the written permission of the Water Department, with the exception of the North Reading Fire Department.

10. In cases where disputes arise between the Department and property owners relative to the interpretation of these regulations, the Water Commission, acting within the framework of the Town by-laws, shall act as a Board of Appeals for the property owners and shall constitute the final authority in such disputes.

11. Customers claiming damage from water related issues shall notify the Town promptly and file a claim within 30 days. All claims must be reported on an Incident Report obtained from the Town Administrator (TA)'s Office and must provide a detailed description of the incident along with supporting documentation for the claim. After filing the completed Incident Report at the TA's office, the claims are then forwarded to the Town's Insurance Company. All claims are assigned to an accident investigator who will review the claim and conduct an investigation. Once the investigation is completed, the adjuster will determine if the Town was negligent or responsible for the claim and will issue either a written approval or denial of the claim. The process takes approximately 6 - 8 weeks from the date of notification.

12. The property owner shall be held responsible for all damage occurring to water works utilities on his property or resulting from his actions, those of his tenants, or those of their contractors and shall also be responsible for payment of all water bills and charges as they come due.

13. The water line between the curb cock and the water meter is in a special category. The line belongs to the property owner and is installed and repaired at his expense, but since a flaw in the line can allow Town water to leak without the customer being charged for it, the Department retains a degree of jurisdiction over the service line. The Director or his authorized agent(s) may order the repair or relaying of any service line he deems may cause a water loss, the cost to be borne by the owner. Should the property owner refuse to bide by the order of the Director, the water may be shut off in accordance with the law, or repairs may be made at the owner's expense.

C. APPLICATIONS

1. Applications for water works utilities: All petitions, applications or requests for the installation, relocation, connection, disconnection or removal of water works utilities must be from the property owner or their authorized agents. The Department will not connect or disconnect service or meters or turn water on or off upon request by a tenant except in an emergency. Property owners requiring the installation of water works utilities shall proceed as detailed in Sections II through V.

2. Right to refuse application: Except as otherwise determined by law, the Water Department as authorized by the Director, reserves the right to refuse or modify any application for water works utilities if it deems it in the best interest of the Town of North Reading. The Department will reserve its judgment on the approval of installations between December 1 and April 1, or when ground conditions are unfavorable.

3. Relocation of water works utilities: If the Department is requested to change or relocate any water works facilities, for the convenience of property owners and not as a necessity for the Department, the work of relocation shall be approved by the Department, and at the expense of the property owners requesting such relocations. Such requests must be made in writing to the Director for consideration.

D. DAMAGE:

Damage or vandalism to Water Department water systems or facilities will be investigated and those responsible will be prosecuted to the full extent of the law as outlined in Massachusetts General Laws. It is requested that all persons, upon noting any damage to Water Works facilities shall immediately report such damage to the Department, in order that steps can be taken to prevent further damage to private and public property and limit the cost of repairs. Tampering with and attempting to bypass meters shall be considered an act subject to action by the Department. In particular, persons damaging hydrants shall immediately report such damage to the Water Department and shall be subject to costs for repairs.

E. WATER RATES & FEES:

1. Annually, the Water Commission shall recommend rates and fees for the use of water to the Board of Selectmen. The Board of Selectmen reserves the right to change the rates and fees as needed.

2. The current rates and fees are found in Appendix A.

3. Water bills and fees are due 30 days from date of issue. Unpaid wills will be subject to interest charges as specified in Appendix A. Unpaid water bills, service charges, and interest shall become a lien on real estate property. Failure to adhere to a payment on a water lien will result in the Town relying on other remedies available as per Massachusetts General Law.

4. The Department reserves the right to shut of any supply or service for non-payment of charges or bills when due in accordance with MGL Chapter 40, s.24B

5. Water customers will be charged with and held responsible for all water passing through their service until they notify the Department in writing that they no longer desire the use of water. In case of the sale of the property, the notice shall give the name of the new owner.

F. HYDRANTS:

1. No person or persons shall tamper with a fire hydrant in any manner, nor shall water be used from fire hydrant, except for the North Reading Fire Department personnel, without written permission of the Department. Persons found making unauthorized use of fire hydrants shall be subject to fines and / or legal action.

2. No object, material, debris, vehicle, equipment, or structure of any kind shall be placed on or around any fire hydrant or gate box connected with the water system so as to prevent access to the hydrant or gate box at all time.

3. Persons requiring temporary water service from a fire hydrant shall request such use from the Water Department administrative office in Town Hall. Such use shall be subject to the rates & fees as found in Appendix A, and shall be subject to the restrictions placed upon such use by the Water Department. The Water Department reserves the right to deny or terminate said temporary service if, in the opinion of the Water Department, said service places a threat or burden to the Water Department.

4. Persons desiring to fire flow test a hydrant shall apply in writing to the Water Superintendant for permission. Hydrant flow tests are to be conducted only from April 1 to November 15 each year and will be done from 9:00 p.m. to 3:00 a.m. This restriction is to prevent public safety problems from street icing and to minimize water quality-problems to the customers of the Water Department. Fire flow tests shall only be made under the direct supervision of the Water Department and shall be subject to the fees found in Appendix A.

G. CROSS CONNECTIONS

1. No person shall install or maintain a cross connection between the North Reading water system and any other source of water, unless said connection is protected against backpressure and backflow and meets the regulations of the Massachusetts Department of Environmental Protection (MA DEP) as defined in 310 CMR 22.22.

2.Persons maintaining cross connections protected with a backflow prevention device shall be subject to testing on a frequency specified by MA DEP regulation 310 CMR 22.22. The owner of the property on which the device is located shall be responsible for the fees for said tests that the Water Department is required to perform, as listed in Appendix A.

H. WATER USE RESTRICTIONS:

1. The Town's Drought Management Plan (DMP) defines the conditions in which water supply shortages or emergency condition exists and specific actions that are to be taken in response. The DMP includes drought indicators, drought stages & trigger levels, drought mitigation measures, and a crisis communication plan that will enable members of the Water Department and Town to quickly & concisely deliver the most pertinent information about an emergency to the public.

2. Per By-Law 191-5, whenever in the opinion of the Director of Public Works and/or the Water Superintendant that there is a danger to the supply of water in the Town of North Reading, the Town, through its Board of Selectmen, may declare a state of Water Supply Conservation upon determination that a shortage of water exists and conservation measures are appropriate to ensure an adequate supply of water to all customers.

3. Per By-Law 191-7, public notice of a state of Water Supply Conservation shall be given before it may be enforced.

4. Per By-Law 191-8, this state of Water Supply Conservation may be terminated by a majority vote of the Board of Selectmen upon a determination that the water supply shortage no longer exists.

5. Per By-Law 191-6, the Board of Selectmen may adopt and periodically amend, rules and regulations relating to the procedures and administration of Chapter 191, Article II after public notice and a public hearing. Water Supply Conservation restrictions include, but are not limited to, those found in the Drought Management Plan.

6. Per By-Law 191-10, any person violating the terms of this Water Supply Conservation shall be liable to the town in the amount of $50.00 for the first violation and $100.00 for each subsequent violation which shall inure to the Town. The enforcing persons shall be any police officer of the Town. Each day of violation shall constitute a separate offense.

7. Per By-Law 191-10, the Town reserves the right to shut off any water supply or service for disregard of water use restrictions in cases of water supply conservation or state of water supply emergency.

8. North Reading also receives water from the Town of Andover water system and is also bound by their water use restrictions as found in their By-Law and Drought Management Plan.

TOWN OF NORTH READING
WATER RULES & REGULATIONS

SECTION II

WATER MAIN INSTALLATION

A. BY APPLICATION:

Each property owner, or their authorized agent, requiring installation of water mains and appurtenances in private property or in private developments of any kind, shall notify the Department of his intentions, request a copy of these rules & regulations, and thereafter will proceed in strict accordance with these rules and specifications. The owner shall submit his application to the Department for approval, accompanied by a site plan. Developments under the Subdivision Control Law (MGL Chapter 41, Section 81K-81GG) shall be in conformance with the latest Community Planning Commission (CPC) "Rules and Regulations Governing the Subdivision of Land", especially as to evaluation of impacts of proposed development on existing utilities, and applicable Federal, State and local laws and regulations.

B. APPLICATION:

The owner or his authorized agent shall request permission to construct water works utilities in specific locations and furnish a detailed description of the proposed work, the materials to be used and the name of the contractor to be employed. Applications must be signed by the owner or his authorized agent agreeing to follow the Water Department rules, regulations and specifications and must be delivered to the Water Superintendant in Town Hall.

C. SITE PLAN:

1. Each application must be accompanied by a site plan showing the specific locations and details of all proposed water works utilities including size, length and location of each water main, hydrant, gate, service connection, and should include all appurtenances and major details of material specification. Approval by
the Water Superintendant of these plans and specifications shall be a prerequisite for approval of the application.

2. The proposed street layout shall be approved by the CPC. In developments, mains must be provided in all streets, extended to the limits of the developments and connected to all existing mains in boundary streets. Services shall be provided for all indicated lots. Minimum size of water mains shall be eight inches (8") in diameter. Should the Department deem it in the best interest of the water system to install pipe larger than 8 inches, additional fittings such as valves, hydrants, etc. or extend the proposed water main to loop the water system, the owner will be directed to install them at their expense. All materials shall be as specified in section V.

3. The owner or applicant shall accept as final the interpretations and decisions of the Department, relative to the size of pipes, amount of pipe, fire protection and connections to existing mains on boundary streets which the Department deems as necessary in the best interest of the Town.

D. BASIS OF APPROVAL BY THE DEPARTMENT:

1. Approval by the Department of any application will be subject to the applicant having complied with these regulations and with all Federal & State statues and Town By-Laws and rules & regulations relating particularly to the development of land for building purposes. If it is in the public interest to do so, the Department reserves the right to refuse such application.

2. Also, per Town By-Law 140-2, the Town may deny any application for, or revoke or suspend a building permit, or any local license or permit, including renewals and transfers issues by any board, officer, and department for unpaid charges or fees in accordance with MGL C.40, s.57.

E. DESIGN, STUDIES AND CONSTRUCTION:

1. Design & Studies. The Director may require the applicant to retain at their expense a Town-approved engineering firm if the proposed project is of sufficient size, water demand, or complexity. For such projects, the qualified engineer will evaluate the hydraulic impact of proposed water demands on the existing utility system **at peak system demand** to ensure that public health and safety are insured. This impact analysis will be submitted to the Water Superintendant and Engineer for review and approval.

2. Off Site Upgrades. The applicant will be responsible for the design, permitting, and construction of off-site water, drain and sewer upgrades necessary to meet applicable Federal, State, and local requirements. Off-site utility upgrade designs will be submitted to the Water Superintendant and Engineer for approval prior to construction. The qualified engineer will also design complex water and sewer
facilities such as sewer and water pump stations; water treatment facilities; and water storage facilities. Proposed water pumping stations, either temporary or permanent for the above projects without a permanent water storage tank shall not be approved due to public health and safety concerns.

3. Construction. Construction of water works utilities in private property and developments shall not begin until the roadways have been developed to at least subgrade and the owner's application is approved by the Department. Thereafter, construction shall proceed in accordance with plans and specifications as approved, subject at all times to supervision and inspection by the Engineer and the Department, with no departure from plans and specifications unless approved in writing by the Department. Unauthorized departures from plans or specifications or unsatisfactory work or the installation of unapproved materials may result in action by the Department to disconnect the new mains from the existing system. Refusal by the Department to accept the work shall remain in force until satisfactory action has been taken by the owner to correct the problem.

4. Construction Management. The Department may require the applicant to retain at their expense a Town-approved engineer to supervise the construction of the above facilities on a part-time or full-time basis as determined by the Water Superintendant an Engineer, especially if the Town is to assume operations and maintenance of these facilities in the future.

F. CONNECTION TO EXISTING MAINS:

The owner or their authorized agent shall furnish all materials, do all excavation required to connect the proposed work to the existing mains, and perform the work of installing the necessary fittings and making the actual connections at the existing mains. The owner shall then begin to install the proposed work from the existing main and new fitting with all material used conforming to standard set forth herein. The Department will supervise this work.

G. SERVICE CONNECTIONS:

1. In general, the owner shall install all water service connections from the mains to all of the lots contained in the developments or private property, in accordance with these regulations, subject to all by-laws and regulations relative to the development of land for building purposes and before finished roadway surfaces are constructed as a condition of acceptance for the proposed public way.

2. All buildings being demolished shall have their water services shut off at the corporation prior to demolition. All buildings being demolished and rebuilt on the same lot will have a new water service from the main unless the Department approves the existing service as meeting current water service standard.

3. Buildings requiring sprinkler systems will have two water services, one for domestic use and one for fire service. Domestic water services off of fire services shall not be allowed, unless approved by the Water Superintendant.

H. COSTS:

The owner shall bear all costs, including engineering & construction management services, in connection with the installation of proposed and approved water works utilities in private property or developments.

I. WATER MAINS IN PRIVATE PROPERTY:

The regulations of this section are not intended to cover or limit the installation of water mains and water works utilities in private property as authorized and initiated by the Department to reinforce the water system or for any other reason it may deem necessary. Such mains shall be installed in accordance with these regulations.

J. FIRE SPRINKLER SYSTEM INSTALLATIONS:

All fire sprinkler system installations will be made by the owner at his own expense in conformance with the Town of North Reading Department of Public Works & Fire Department Rules and Regulations, and applicable Federal, State and local codes. All fire services must be installed as outlined in this regulation.

K. HYDRANTS:

Fire hydrants will be installed on private property at the recommendation of the Department and the Fire Chief. The owners will be responsible for all installation and maintenance costs. Hydrants will be of style approved by the Department.

L. FINAL "AS BUILTS":

The Developer shall submit, after the installations are made, complete "As Built" or "Record" drawings, showing location and depth of water main, hydrants, and all shut-off valves. The Developer will not be allowed to develop any other land in the Town until he submits such plans to the Department.

M. WATER TIES

The Developer must supply the Department with all dimensions of water ties, i.e., dimensions from corners of house to shut-off valves and point of connection to the main. Failure to comply will result in the building inspector not issuing such developer any additional permits to build, loss of future permits from this Department, and/or penalties in accordance with Town By-Law and State Law.

SECTION III

INSTALLATION OF SERVICE CONNECTIONS

A. APPLICATION FOR SERVICE CONNECTIONS, RENEWALS, ETC.

Owners requiring new water services connections or renewals or requesting discontinuance or restoration of service from an existing connection shall apply in writing to the Water Department. Applications and request from tenants or by occupants other than the owner will not be acted upon. No connection or alteration to a water service shall be made without the authorization and supervision of the Department. Except in the case of emergency repairs, applications shall be made a minimum of two (2) weeks before the work is to take place. A system development charge will be assessed on each individual housing unit, business unit, or manufacturing unit at the time of application. This charge can be found in Appendix A. No water service connection shall be made, or water service activated, until all charges to the Town have been paid in full.

B. NEW SERVICE CONNECTIONS AND SERVICE RENEWALS IN PUBLIC WAYS:

1. The Department will renew an existing residential service pipe from the main pipe to the line of the street or property to be supplied, that is from the main to the curb stop, for existing homes. The owner is responsible to furnish or install new service pipes for new homes from the main to the curb stop. Commercial /Industrial owners are responsible for installation and maintenance of the entire domestic and fire services from the water main to their building.

2. The owner at his expense shall do all excavation and backfill required for the installation or renewal on their property and shall install the complete service pipe from the curb stop to the meter location. This work shall be subject to the supervision and inspection by the Engineer and the Department before backfilling. The owner shall use a qualified contractor and said contractor will obtain all required permits prior to work.

C. SERVICE CONNECTIONS IN PRIVATE LAND AND DEVELOPMENTS:

Service connections from mains installed in private land and developments shall in general be installed and paid for by the owner from the main to and including a curb stop and box located in the center of the future sidewalk, and about three feet (3') from the sideline of the roadway. Such services shall be installed by a qualified contractor in accordance with the plans and specifications, as approved by the Department, and subject to the supervision and inspection by the Department. The remainder of each service connection from curb stop to meter location will be installed at the expense of the individual lot owners or the developers and be subject to the supervision and inspection of the Department.

D. DISCONTINUANCE, RESTORATION OR TRANSFER OF SERVICE:

1. Owners, desiring that water service to their property through an existing service connection be discontinued or restored, shall apply in writing to the Department and arrange for the department to shut off or restore service at the shut-off valve. There will be a service charge as stated in Appendix A for such an order. When property is about to be sold, property owners will request that the water meter be inspected and a final meter reading be obtained by the Department, and at the same time give the department notice of such sale and the name of the new owner.

2. Prior to the transfer of property, the owner or their agent shall notify the Water Department so the meter may be read and the responsibility for future bills is transferred.

E. GENERAL REQUIREMENTS, SERVICE CONNECTIONS:

1. Each dwelling or building requiring water service shall have at least one complete service connection to the water main, and no dwelling shall receive water service from the connection to another building nor by hose connection or above ground connection to the fixtures of another building, even if both are on the same lot. Private wells shall not be cross connected with the Town water supply.

2. Service pipes and connections shall be of a size, type of material, and installed in accordance with the water construction standards of the Water Department. In particular, the size of long service connections, connections to commercial buildings, and fire services shall be determined by the Department.

3. The location of all service connections shall be approved by the Department. In general, no service connections shall be installed under buildings, porches or additions to buildings, concrete walks, trees, poles or any other object which might interfere with the accessibility of the service.

4. Services for swimming pools must not have a cross connection between the pool water and the Town water supply. Check valves alone will not be sufficient, and there must be a definite approved air separation in the feed piping or method of filling the pool (See 310 CMR 22.22). When draining swimming pools, water shall not be discharged into the municipal drainage system without dechlorination.

5. The Water Department owns and is responsible for residential service pipe (the water service from the water main to the curb valve installed on the property line). The water line beyond the curb valve (residential owner's pipe) is owned by, and is the responsibility of the owner of the property. No person shall operate curb stops, connect or disconnect any pipe to or from any water main of the water supply system, except by order of the Department. Any unauthorized use shall be punishable by the fines specified in Appendix A.

6. The Department reserves the right at all times to issue new rules or make exceptions to existing rules to cover the installations, use, metering and payment for services installed primarily for sprinkler systems, fire protection, air conditioning or swimming pools.

F. DISTANCE REQUIREMENTS FOR SPECIFIC FACILITIES:

In general, no water service pipe will be installed within five feet (5') of a septic tank, fifty feet (50') of a cesspool, one hundred feet (100') of a leaching field, ten feet (10') of a building sewer service, and one hundred feet (100') of a privy. Ten feet (10') is permissible only if both pipes are constructed of durable corrosion resistant material with water tight joints. In the event the water service crosses a sewer service, there shall be an 18 inch vertical separation between the pipes, with the water service being above the sewer service.

G. TEMPORARY SERVICES

Temporary water services off of fire hydrants may be approved by the Department on a case-by-case basis. All temporary services shall be constructed in accordance with Department guidance. The temporary service shall have a suitable water meter and a back flow prevention device. Applicants must also set up a billing account through the Water Department for temporary water connections.

TOWN OF NORTH READING
WATER RULES & REGULATIONS

SECTION IV

WATER METERS

A. GENERAL

1. All water services shall be metered to record the volume of water used by the customer. In all cases, the owner of the property shall be held responsible for the cost of water and all charges, including those of all tenants or occupants, associated with providing water service.

2. The Water Department will furnish, install and maintain all residential meters in accordance with the fees found in Appendix A. All meters installed in North Reading shall read the volume of water in gallons. The cost of repair due to neglect, tampering, or vandalism shall be paid by the property owner. All residential meters are the property of the Water Department. Commercial and industrial meters shall be furnished, installed and maintained by the owner under the supervision of the Water Department. Each meter shall have an external port to read the meter without entering the premise.

3.. No one, unless authorized and supervised by the Department, shall change, remove, disconnect, disturb, or tamper with any water meter, remote read boxes, seals, or appliance installed by the Department. Owners will be held responsible for all damage sustained to meters from frost, tampering or other reasons and will be charged for all repairs or replacement resulting from such damage. When necessary, the Department will take steps to fine and/ or prosecute those responsible for tampering with or causing willful damage to water meters in accordance with MGL Chapter 40, s.42B and any amendments thereto and Town by-law.

4. All water meters in the Town of North Reading shall meet the specifications of the Water Superintendant.

B. CROSS CONNECTION BETWEEN PUBLIC WATER SUPPLIES AND OTHER WATER SUPPLIES REGULATED:

No physical cross connection shall be maintained between the distribution systems of a public water supply, the water of which is used for drinking, domestic or culinary purposes, and the distribution system of any water supply not approved by the Department as being of safe, sanitary quality, unless said connection has been approved & a permit issued by the Department in accordance with 310 CMR 22.22, and said connection is equipped with an appropriate cross connection control device.

C. LOCATION OF METERS, OWNER'S RESPONSIBILITY:

1. The owner shall provide an approved and suitable dry location for all water meters. Meters and external ports shall be installed in an easily accessible place for reading by Department personnel and be protected from the elements, tampering, and damage from other sources. Meters should be installed at the point the water service enters the building. The Department may require the water meter to be installed in an external location for large diameter long water services. Owners shall have metering plans approved prior to construction.

2. Meters installed in pits, etc which meet the OSHA definition of a Confined Space must have an external port so the Water Department's employees do not have to enter the pit to obtain water meter readings. The owner shall be responsible for all Department costs to safely read meters in Confined Spaces that do not have external ARB ports, and the department reserves the right to estimate such meter installations to prevent employee injury.

D. DEPARTMENT TO HAVE ACCESS TO METERS:

Authorized Department personnel shall have free access during reasonable hours to all premises as required for the purpose of examining, repairing, reading, or removing meters; and inspecting or examining pipes, fixtures or attachments used by the customer. Owners shall be responsible for keeping access ways unobstructed for reading meters and shall remove any such objects or obstructions when requested to do so by the Department. Should the owner fail to comply with the Department request within twenty-four (24) hours, he will be billed at the maximum rate of use previously observed for the particular service.

E. METERS FOR SEASONAL CUSTOMERS:

Meters for seasonable use shall be located as required for year round service. Where a suitable basement location is not available, the meter may be installed in a dry masonry pit with approved locking type metal cover, however, it must have an external reading port for reading.

F. FAILURE OF METER TO REGISTER PROPERLY:

1. If a meter or external port fails to register properly, the owner will be charged for an estimated amount of water based on previous average consumption for an equivalent period of time. Per MGL C.260, s.2 the relationship between the Town and customer for water supply is an implied contract. In the event that a meter has under registered, the Town can estimate water use and charge the customer for prior unpaid use for 7 years (current year plus 6 years prior).

2. Should the owner of homes with residential meters feel that their meter is not registering accurately and that they are being overcharged for consumption of water, they may request in writing that their meter be tested. The customer shall pay a fee in advance to cover the cost of the test (see Appendix A for fees). If the test determines the meter to be registering greater than two percent more than water that actually passes through it, the Water Department will abate the owner's bill in accordance with the results of the test. If the test determines the meter to be under registering by more than two percent, the Water Department will increase the owner's bill in accordance with the results of the test. In either case, the meter shall be repaired or replaced.

G. CALIBRATION:

1. All commercial and industrial meters greater than 2" ID diameter will be calibrated at a frequency specified by the Water Department at the owner's expense by a firm or individual approved by the Department. Results of this testing will be provided to the Department. Owners will adjust these meters to be within AWWA registration accuracy for the meter type, typically not less than 98.5% and not more than 101.5% of actual water that passes the meter at 80 degrees F at normal flow limits, and not less than 95% and not more than 101% at minimum water flow rate of water that passes through the meter at 80 degrees F.

2. All Town master meters will be calibrated annually as per DEP requirements. The Department will adjust these meters to be within AWWA registration accuracy for the meter type.

TOWN OF NORTH READING
WATER RULES & REGULATIONS

SECTION V

WATER CONSTRUCTION STANDARDS

A. GENERAL

1. The construction standards in this section shall be considered the minimum requirements for any service, branch, or main added to the Town of North Reading water system. Additional requirements may be imposed by the Town on proposed construction as the Director and/ or Water Superintendant deems in the best interest of the Town.

2. Before any permit is issued to construct water system improvements or expansions, the applicant must present any relevant permits to the Department such as Community Planning Commission subdivision or site plan approval, Conservation Commission approvals, and street opening & trench permits.

B. EXCAVATION AND PAVEMENT REPAIR

Trench excavation and backfill; and temporary and permanent pavement repair will be in accordance with the latest version of the Town of North Reading Street Opening Construction Standards.

C. TECHNICAL SPECIFICATIONS & DETAIL DRAWINGS

The latest version of the Water Construction Standards that shall govern the installation of all water works utilities in the Town of North Reading unless otherwise determined by the Department.

TOWN OF NORTH READING
WATER RULES & REGULATIONS

APPENDIX A

WATER RATES AND FEES

NORTH READING WATER DEPARTMENT
Rates and Fees
Effective July 1, 2011

Water Rates

Tier 1:	$7.30 per 1,000 gallons up to 10,000 gallons per quarter
Tier 2:	$10.70 per 1,000 gallons from 10,000 to 22,500 gallons per quarter
Tier 3:	$14.60 per 1,000 gallons above 22,500 gallons per quarter
Administrative Fee:	$5.00 per bill

Charges

Meter Charges			
	3/4" to 1" Water Meter	$195.00	
	1 1/2" to 2" Water Meter	$600.00	
	Meter Installation	$40.00	
	Meter Size Change	$40.00	Plus Cost of Meter
	Meter Removal/Resetting Fee	$40.00	
	Meter Test (Accurate)	$60.00	
	Meter Test (Inaccurate)	No Charge	
	Meter Repairs	$40.00	Plus Materials Cost plus 15%
	Final Meter Readings	$40.00	
Construction Related Service		Labor, Equipment and Materials Plus 15%	
Temporary Hydrant Use		$100.00	Plus Cost of Water at Tier 2 Rate
Cross Connection Tests		$40.00	Per Test Per Device
Fire Flow Tests		$200.00	
Fire Protection Fees	4" Fire Service	$260.00	Per Service Per Year
	6" Fire Service	$520.00	Per Service Per Year
	8" Fire Service	$830.00	Per Service Per Year
	Fire Hydrant	$520.00	Per Hydrant Per Year
Tapping Fees			
	3/4" Service	$550.00	
	1" to 2" Service	$750.00	
	Over 2" Service	$1,200.00	
Fines			
	Meter Tampering	$300.00	
	Unauthorized Hydrant Use	$300.00	
	Unauthorized Turn On	$300.00	
Interest Charges		14.00	%
Equipment Rates			
	Backhoe	$65.00	
	Compressor	$35.00	
	Dump Truck	$55.00	
System Development Charge		$2,000.00	