

AUBURN WATER DISTRICT

Rules and Regulations

Article 1.

Applications for the use of water must be made to the Board of Water Commissioners of the Auburn Water District ("the District") on forms provided for this purpose and be signed by the owner of the premises to be supplied with water, or by the owner's duly authorized agent.

The District, or a private contractor approved by the District, shall in all cases excavate and lay the service pipe from the street main to and through the cellar or basement wall. Installation of the meter and all necessary appurtenances shall be done by the District. In no case will meter pits be allowed.

The meter shall be owned by the District. The charge for this installation will be based on time and materials at a price to be determined by the District or the private contractor. If work is done by a private contractor, it must be inspected by the District before any backfilling is done. Before installation all materials used shall be approved by the District. All gates and hydrants shall be "open left".

Service and entrance fees are determined by the service size. Customers may call the office for current prices.

Article 2.

All new mains, or extension of mains, shall be no smaller than 8" and may be larger as determined by the Board of Water Commissioners ("the Board"). In all cases, the final say on main sizes will be made by the Board in the best interest of providing residents of the District with a public water supply.

All chlorination and testing procedures, for any type of main replacement, shall be determined by the District. Any discharge of chlorinated water after testing procedures shall be the responsibility of the contractor and shall be done in accordance with existing rules and regulations.

No service shall be laid until the proper paperwork, entrance fees and meter fees have been paid to the District.

In no case, except with the written approval of the Board, shall a main be tapped in more than one place for the same premises.

Water services involving fire protection and potable water shall be separate services.

A certificate of insurance and, when deemed necessary, a bond may be required before any work can be done.

The homeowner will be responsible for any repairs caused by a break in the pipe between the customer's home and the curb box located outside in the customer's yard. The District will only be liable for any breaks from the distribution main to the outside curb box or shutoff.

Any damage done to sidewalks, driveways or any other structures, caused by the removal or repair of broken water pipes, due to the homeowner's placement of the above, over or near water lines shall be the responsibility of the homeowner and not the District.

AWD Rules and Regulations Continued

Article 3.

All water in the District must be metered. The District will install a 3/4" x 5/8" meter for most residences at a cost to be determined by the District. The District will own the meter regardless of its size. If a larger meter is required, it will be installed by the District, also at a cost to be determined. The customer shall, at his own cost, provide a suitable place for the meter approved by the District.

The customer shall not permit access to the meter for any purpose whatsoever, except to authorized employees of the District. The customer shall not alter or interfere with the meter in any manner.

Alteration of a meter in any way is punishable by a fine of up to \$500.00. The customer will also be responsible for any water usage that occurs during the period that the meter was altered, this expense is to be determined by the District and the Board.

The customer is responsible for maintaining proper access to, and safekeeping of, this meter. If the meter is destroyed by anything other than normal usage, the customer will be responsible for the cost of a new meter at its then current cost.

The District will read all meters quarterly, and send the customer a bill, measured in cubic feet, for the usage in that quarter. If a meter cannot be read for any reason, an estimated bill will be sent with a notation that it is an estimated bill.

If a customer complains about the accuracy of a meter and the complaint is not resolved, the District will remove the meter and have it tested. If the test proves it to be an accurate, working meter, the customer will be responsible for the usage and the cost of the meter testing. If the test shows a faulty meter, the bill will be adjusted and the customer shall not be responsible for the testing of the meter.

Article 4.

The customer will be responsible for maintaining, in good condition, all pipes and fittings, including exterior and interior plumbing, and shall protect the same from freezing. The customer shall be responsible for any and all damages caused by freezing. Failure to maintain the meter will justify the District's shutting off the connection to the premises. The Board will decide when the water will be turned on.

There will be a charge for thawing frozen pipes.

Article 5.

The Board, and their agents, shall have access, at any reasonable time, to the premises supplied with water, to examine pipes and fixtures, to ascertain the quantity of water used and to shut off water for non-payment or violation of the District's by-laws or rules and regulations.

Article 6.

No one may connect or cause to be connected, any service pipe for supplying from any of the District's main or distribution pipes to any house or building or for any other purpose whatsoever, without the prior written permission of the Board. No additions or alterations will be allowed without such permission.

Business changes, involving an increase in water usage, from one owner to another, must be approved by the Board and the proper paperwork completed to change ownership.

AWD Rules and Regulations Continued

Article 7.

The Board reserves the right to shut off water to any service for the purpose of making alterations or repairs. Whenever possible, advance notice will be given to customers. However, this notice is not required in the case of emergencies beyond the District's control. Water services shall be repaired and put back into operation as soon as possible in the case of emergency repairs.

Water may also be shut off by the District, in the event of any disregard of the rules and regulations as well as non-payment of bills. If water is shut off for either of these reasons, there will be a charge of \$50.00 for reconnection of the service. The reconnection will only be done during the District's normal business hours.

Only domestic water supplies will be shut off. Fire protection supplies will not be shut off without permission from the proper insurance companies and the Fire Department.

The Board, at their discretion, may not turn on water service if, in their opinion, the customer is not going to abide by the rules and regulations of the District.

The Board reserves the right to put into use separate water ban restrictions for voluntary and mandatory water bans when they deem it necessary for the good of the public water supply. Water ban restrictions are posted at the District office.

Article 8.

Boilers and hot water tanks supplied directly to water lines should be provided with proper safeguards against danger from collapse, water hammer and back- pressure. The District and the Board will not be responsible for damages to the premises in any event.

Article 9.

Water mains will be installed subject to the rules and regulations laid down by the District at the time of placement. The District may, at its discretion, make field changes when it becomes necessary in order to improve quality or quantity issues in the best interest of the District.

All water mains laid by private contractors shall be inspected by the District. A twenty-four (24) hour notice is required for inspections and location of water lines.

Hydrants shall be located every five-hundred (500) feet in the course of the main or wherever the District deems necessary for proper fire protection or other uses. Hydrant types and sizes shall be determined by the District.

Article 10.

Any new main, no matter what the length, shall be chlorinated and pressure tested. A representative of the Auburn Water District shall witness the test and chlorination. A copy of the results shall be given to the District for their files.

Article 11.

As built drawings shall be supplied to the Water District upon completion of any new main extensions or subdivisions.

AWD Rules and Regulations Continued

Article 12.

Termination of services shall in most cases be done at the street and not at the curb stop unless otherwise approved by the Auburn Water District.

Article 13.

The Fire Department will have control of the hydrants in case of fire, for training purposes and any other uses deemed necessary by the Board. In no other case will any person be allowed to handle hydrants or any other apparatus without permission by the Board or the Superintendent of the District or his Designee.

Any person caught tampering with a hydrant or apparatus in any way whatsoever, may be subject to a fine of up to \$500.00.

Article 13.

Any person found responsible for performing a willful destructive act at a pump station, treatment plant or any other District building will be prosecuted to the full extent of the law. If proven guilty, he or she will be required to pay for whatever damages have been incurred.

Article 15.

Rates for water usage are posted at the District. The rates are also printed on the water bills. Sprinkler and hydrant rates and rates for work done by the District are also available at the District.

Bills are sent quarterly to the owner of the premises where water is used and not to the tenant, unless other arrangements have been approved by the Board.

The District office, located at 75 Church Street, collects check and cash payments between the hours of 8:00AM and 4:00PM Monday through Friday. Check payments can also be mailed to the Auburn Water District at PO Box 187, Auburn, MA, 01501 or dropped in the mail slot at the office after hours. Checks should be made payable to the Auburn Water District.

The Board reserves the right to require quarterly payments (estimated) beforehand on any service they deem advisable.

Article 16.

District meetings are held at the office located at 75 Church Street.

Regular monthly meetings are held on the third Wednesday of each month.* Meetings are open to the public. We request that you let us know you are planning to attend so that we may schedule you an appointment. If a meeting date has to be changed or cancelled, a notice will be posted in the District Office seven (7) days before the scheduled meeting.

Annual meetings are held on the second Monday in May at a place to be determined. Customers may call the District for details. These meetings are also open to the public.

Article 17.

The District must be notified in writing in order to discontinue a water service. Customers selling their home shall call the District to get the proper procedure for obtaining a final water bill.

AWD Rules and Regulations Continued

Article 18.

Meters can be removed in the event a customer's long-term absence. There is a charge for the removal, but not for the reconnection. Customers may call the office for the proper procedure and for the current fee.

Article 19.

No member of the Board shall hold an elected town office.

Article 20.

All buildings requiring backflow prevention devices will be required to have the proper devices as determined by the District or the Plumbing Inspector. The District or an approved backflow tester must test those devices, which can be tested, semi-annually or annually. Any deviation from this rule will be considered a violation and the Department of Environmental Protection may be notified which may result in fines and other penalties.

Article 21.

Prices and hourly rates for repair work may be obtained from the District. Quotes will be given for any work performed by the District.

Article 22.

All prior rules, customs or alleged agreements on behalf of the Auburn Water Company, unless in writing and signed by a duly authorized officer of the District, are null and void.

Article 23.

See over 2,000 gallons/day regulations.

Adopted by the Board of Water Commissions December 2003

* Rev. 10/12/ 2010