

TOWN OF STRATFORD, NEW HAMPSHIRE
WATER ORDINANCE

The following rules and regulations constitute an ordinance made by the Town of Stratford for the proper operation of the Stratford Municipal Water System. The observance of the rules and regulations adopted is a condition precedent to the initiation and continuing supply of water by the Town of Stratford.

I. Application of the Rules and Regulations.

- A. These rules and regulations shall apply to any person, firm, or corporation supplied water by the Town of Stratford.
- B. The Board of Selectmen of said Town are hereby authorized, for good cause shown, to modify, suspend, or repeal the provision of any rule or regulation herein contained. The sections of these rules and regulations and the parts thereof are separable.

II. Definitions

- A. The titles 'Water Department' and 'Town' refer to the Town of Stratford
- B. The word 'Consumer' shall be taken to mean any person, firm, corporation, association, government, governmental division, or quasi-municipal corporation supplied by the Water Department.
- C. The title 'Main Line' shall mean the main supply pipe from which service connections are made to supply water to the consumer.
- D. The title 'Service Line' shall mean the service pipe running from the Main Line to the residence or building of the consumer.

III. Service Provisions

- A. Applications for service shall be made in writing at the Town Office. Application may be made either by the owner or by the occupant of the premises to be serviced, and shall include written permission from the property owner authorizing Town personnel to enter the premises to perform necessary work. Office hours are posted at the Town Office. No person, unless specifically authorized by the Water Department, shall be permitted to tap or make any connection into the Main Line. An emergency may be reported during business hours at the Town Office and at other times to any official of the Town.
- B. Service connections shall begin at the main line and extend into the building. No service pipe may be laid in the same trench with other pipes or lines not related to the water service. The extension of service shall be called the 'service line' and the work of installing the service line shall be completed under the supervision of the Town. Installation and maintenance of the service line shall be the responsibility of the consumer. A service connection fee of \$1,000. will be assessed to the consumer requesting a new water service. Materials required include, but are not limited to, a new water corporation, curb stop, type K copper water service pipe from the street to inside the building, water meter, backflow prevention device, cornerhorn, interior service line within roadbed with 2-inch styrofoam board, surface restoration, and bituminous concrete pavement and sidewalk where applicable. Also, the consumer shall be responsible for the cost and maintenance of a pressure reducing device in those areas of high municipal pressure. All internal plumbing shall be of good quality and, along

with the consumer's service pipe, shall be well maintained at all times. Construction standards for service lines and related equipment are available for inspection at the office of the Town Clerk.

- C. No consumer shall be entitled to damages, nor to have any portion of a payment refunded for any stoppage of supply occasioned by accident to any portion of the works, nor for any stoppage for purposes of repairs or additions, and the Town shall have the right to shut off water temporarily to make repairs or additions.
- D. There will be no service charge for turning water on and turning water off once per year. Additional water turn on/off will be charged for at \$50.00 each. A 48-hour written notice is required before turning water on or off. If personnel are called out to turn water on or off outside normal business hours, actual personnel time will be charged for at the rate of \$50.00 per hour.

IV. Metered Service

- A. As a condition of municipal water service, all water consumers must have metered water service and backflow prevention devices. The meter will register all water used by the consumer. The size of the meter shall be determined in all cases by the Town.
- B.
 - 1. The Town, by its agents and assistants, may enter the premises of any water consumer during normal business hours of the day to examine the pipes and fixtures or to record the reading(s) of the water meter(s).
 - 2. Readings of water meters by sensor units on outside surfaces of buildings may be made during other daylight hours as required for convenience of the Town.
- C. All meters shall be placed, wherever possible, at the point of entrance of the service line into the building. The consumer shall provide and maintain a clean, dry, and warm space for service and inspection. No change shall be made in the original place of meters except at the expense of the consumer, with the attendant work to be done by authorized personnel of the Town or under the supervision of the Town.
- D. When a consumer neglects to furnish a suitable location for a meter inside his building, the Town shall locate the meter in an underground vault or box, and the consumer shall be charged with the cost of construction and materials.
- E. All meters presently installed and all future installations shall be sealed by the Town.
- F. All meters shall be tested before installation. Meters installed shall be tested on request, at the expense of the Town, provided the requests are not more frequent than once in twelve months. Tested meters registered within 3 percent plus or minus shall be considered correct. A charge of \$75.00 per test for meters up to one inch size shall be made to the consumer for requests for meter tests more frequent than once in twelve months. All meter testing and repair charges for meters over one inch size shall be charged to the consumer at actual cost plus 15 percent. The consumer or his authorized representative may be present when the Town tests a meter.

- G. In the event that, due to the consumer's negligence, a meter freezes or is otherwise damaged, a charge of \$50.00 plus the actual cost of repair parts shall be made to the consumer to cover the cost of removal, repair, testing, reinstallation and meter reading for meters up to one inch size, and actual cost plus fifteen percent for meters over one inch size.
 - H. Meter tampering is strictly prohibited. If tampering is discovered, the consumer shall be charged based upon average consumption prior to the last known date of meter seal verification for the entire period from last verification to the quarter prior to discovery of tampering plus a charge of twice the average consumption for the quarter in which the tampering is detected, plus a fee of \$50.00 to cover the cost of rereading, resetting, resealing, rebilling, etc. Continual tampering will be the basis for discontinuance of water service.
 - I. No meter will be installed where a consumer's hot water tank is not equipped with a pressure relief valve. Consumers will be required to engage a certified plumber to install pressure relief valves within 30 days of notification by the Town.
 - J. The Town will not permit the use of lead piping for the purpose of transporting water, and no meter will be installed on any service utilizing lead piping.
 - K. It is the policy of the Town to require that each consumer be served individually via a single pipe through a single meter. This policy will be subject to exception in unusual cases where, in the Town's reasonable discretion, piping layouts, property line complications, or other circumstances warrant.
 - L. At mobile home parks, the Town shall require the installation of one or more mastermeters and backflow prevention devices at the property line.
- V. Water Main Extensions: Policy and Procedures
- A. The extension of any Town water mains shall be made only upon determination and authorization by the Board of Selectmen.
 - B. Extensions of distribution mains to and in real estate developments or extensions supplying undeveloped territory, if approved by the Town, will be made by the consumer (or by a private contractor) under the supervision of the Water Department at the expense of the consumer by installation of mains not less than eight inches in diameter. The "Consumer" on extensions of this character, shall mean the developer or such other party or parties to whom permission is given by the Town. Full payment of all expense in connection with a contract for extensions in real estate developments or undeveloped territory will be required prior to line acceptance by the Town. Consumer taps, when needed, are subject to the \$1,000. tap fee and other requirements pertaining to individual consumers.
 - C. Extension of service mains may be made upon petition of prospective consumers, subject to the following terms and conditions:
 - 1. The Town will agree to extend its mains only in the highways, roads and streets which are laid out and dedicated to public use within the Town and in which the grades have been established. Cross country water mains may be considered by the Town, providing a permanent 25 foot wide maintenance easement is granted to the Town.

2. A qualified contractor may make application to lay a water main with the approval of the Town, provided material specified by the Town is used. After one year, if said main is properly operating, the Town may, after inspection, assume maintenance of the main.
 3. Prior to the start of work, the consumer shall arrange for inspection and testing by the Town, and no main shall be backfilled without approval. The consumer shall reimburse the Town for any and all costs of testing and inspection.
 4. The size and kind of pipe shall be determined by the Town in accordance with conditions surrounding the extension, including the possibility of future extension or the addition of fire protection service.
 5. Extensions shall be made only upon condition that the prospective consumer or consumers sign an agreement with the Town which shall provide that the consumer or consumers will pay the entire cost of the extension or extensions applied for.
- D. In no case shall private water lines be made, attached to, or extended from the water main system of the Town except as provided below and with specific approval of the Board of Selectmen:
- Private water mains are defined as pipes, lines, or mains which meet all of the following conditions: (a) connect to the Town system and serve more than one metered service; (b) are not owned and operated by the Town; and (c) are not within a public street, right of way or water line easement granted to the Town.
- Accessory buildings to one- and two-family residential dwellings, such as garages, tool sheds, etc., shall not require a separate metered connection, and piping from a residence to such structures shall not be considered to be a private water main.

VI. Water Rents and Assessment

- A. The Board of Selectmen will revise the water rents as necessary to ensure that adequate revenues are generated to pay the costs of operation and maintenance of the water supply system, including replacement cost.
- B. The administrative staff of the Town shall cause the consumer to be billed. The bills shall be made in duplicate, the original of which shall be sent to the consumer and the duplicate retained by the Town.
- C. The Board of Selectmen shall have authority to abate, reduce or forgive any water rent bill which is legally due the Town.
- D. The administrative staff of the Town shall correct any errors made by the Town in water rent billing, and adjustment made with full record maintained.

VII. Discontinuance of Service.

- A. Service may be discontinued for any infraction of the rules and regulations contained herein. Services once discontinued shall not be restored until all indebtedness for water service shall have been paid, and any infraction of the rules and regulations shall have been corrected.
- B. A written notice of intention to discontinue service shall be sent by regular mail to the consumer whose water service is to be discontinued at least seventy-two (72) hours prior to discontinuing water services. Fraudulent use of water may be the cause of discontinuance without notice, and may result in court action at the discretion of the Board of Selectmen.

VIII. Other Provisions

- A. The Town may inspect the premises of any consumer for leakage of waste of metered water upon the request of the consumer. Request for such inspection shall be in writing.
- B. No connections capable of causing a backflow between the Town's water supply and any plumbing fixture, device or appliance, or between any waste outlet or pipe having direct connection to waste drains will be permitted.
- C. All new water services shall be equipped with an approved type of gate valve immediately following the meter setting on the building side to act as a back valve to prevent the building piping from emptying while the meter is being changed or for other work on the service pipe. Existing service pipe not equipped with the above type of valve, when renewed, replaced, or repaired, shall conform with this requirement for new services.

IX. Liens upon Real Estate

- A. As provided in RSA 38:22, all charges for water furnished to consumers by the Town's Water Department shall create a lien upon the real estate where the service is furnished.

X.. Waiver and Standards

- A. Upon petition by any person or persons, the Board of Selectmen may in its discretion grant a waiver of the strict application of any rule, regulation, or requirement set forth in this Ordinance.
- B. The Board of Selectmen shall make its determination considering the best interest of the Town of Stratford, the protection of the health and welfare of the residents of and visitors to the Town of Stratford, and the hardship of the property owner, and shall not be arbitrary, capricious, or unlawful.

XI. Effective Date

This Ordinance shall become effective upon its publication in the Town Report for 1996

Patricia J. Johnson

Sally O. Poquette

Elizabeth J. Macdonald

Board of Selectmen