

**TOWN OF GEORGETOWN WATER DEPARTMENT**  
**RULES AND REGULATIONS**

Revised March 7, 2011 by the Board of Water Commissioners

By virtue of the statutory powers and all other powers, the Board of Water Commissioners of the Town of Georgetown (“Board” or “Town”) establishes the following Rules and Regulations for the conduct of the business of the Town of Georgetown Water Department (“Water Department”).

ARTICLE 1. The following Rules and Regulations and all subsequent changes, amendments and additions thereto shall constitute a part of the contract with every person, corporation and property owner supplied with water by the Water Department.

**PERMIT FOR SERVICE CONNECTION**

ARTICLE 2. All applications for the introduction of Town water to commercial or residential property (“Premises”) shall be made in writing on an application for water service provided at the Water Department Office, 1 Moulton Street. Only the customer, or a duly authorized agent, may apply for Town water. Approval of the application by the Water Department shall create a contract between the Water Department and the customer obligating the customer to pay the Water Department its established rates and to comply with the Rules and Regulations (“Service Permit Fee”).

**PIPING WITHIN STREET LINES**

ARTICLE 3. Water service piping up to and including 2” in diameter shall be installed and maintained by the Water Department from the water main to and including the curb stop. Services larger than 2” may be installed by the Water Department or, in the opinion of the Water Superintendent, by other qualified persons with the consent of and under the supervision of the Water Department. The cost of all labor, materials and roadway repairs shall be born by the applicant. This shall be in addition to the Service Permit Fee.

**PIPING ON PRIVATE PROPERTY**

ARTICLE 4. The customer shall be responsible for the installation of water service from the property line to the Premises serviced or other location approved by the Water Department.

The proposed service location, method of installation and materials to be installed must be approved by the Water Department before installation may commence. In general, pipes shall not be installed under paved areas or exposed locations subject to freezing. All piping shall have a minimum cover of five (5) feet. The piping shall be inspected by the Water Department before any backfilling takes place.

## **CURB BOX**

ARTICLE 5. It shall be the responsibility of the customer to prevent damage to the curb box during construction on the Premises and to notify the Water Department if the top of the curb box is not finished at ground grade in order to allow easy access by employees of the Water Department.

## **CELLAR VALVE**

ARTICLE 6. The Water Department shall install a valve, at the customer's expense, where water service enters the Premises inside the foundation or service entrance immediately adjacent to the water meter. The cellar valve is the property and maintenance responsibility of the customer.

## **WATER CONSERVATION**

ARTICLE 7. Installation of plumbing fixtures and appliances shall meet the following water efficiency criteria as a prerequisite to water service connection and utilization:

### Indoor

- Toilets shall meet the EPA WaterSense high-efficiency standard of 1.28 gallons per flush or less;
- Showerheads shall meet the EPA WaterSense standard of 2.0 gpm or less;
- Faucet flow in bathroom sinks shall not exceed 1.0 gpm;
- Faucet flow in kitchen sinks shall not exceed 1.5 gpm;
- Clothes washers shall have an EnergyStar Water Factor of 5.0 or less; and
- Dishwashers shall have an EnergyStar rating of 5.0 gallons per cycle or less.

### Outdoor

- Irrigation systems using municipal water shall not be installed without the written consent of the Board of Water Commissioners.

Requests for waivers from the above-listed water efficiency requirements must be addressed in writing to the Board of Water Commissioners, 1 Moulton Street, Georgetown, MA 01833.

## **FINAL APPROVAL**

ARTICLE 8. The water shall not be turned on until the installation has been approved by the Water Superintendent and all service charges are paid in full.

## **SPECIAL CONDITIONS**

ARTICLE 9. Special conditions encountered at the Premises which may conflict with the Rules and Regulations shall be referred to the Water Superintendent or his agent, who shall decide whether an alternative method of installation should to be followed.

## **RESPONSIBILITY FOR MAINTENANCE**

ARTICLE 10. The service pipe from the curb box to the Premises to the meter including the cellar valve shall be installed, owned and maintained by the consumer. In the event of a leak in this service pipe, the consumer shall be repaired the leak upon discovery as a condition of continued water supply. All repairs shall be carried out under the supervision of the Water Department. Failure to do so shall justify the shutting off of water to the Premises.

## **INSPECTION OF PREMISES**

ARTICLE 11. Pursuant to M.G.L. Chapter 165, Section 11D, the Water Department its agent may, at any reasonable hours, be allowed access to the Premises to inspect plumbing and fixtures, to set, remove or read meters, to ascertain the amount of water used and manner of use, and to enforce the Rules and Regulations. After three (3) attempts to contact the customer, a registered notice of the time water service will be disconnected will be sent and water service will be turned off at that time.

## **INTERRUPTION OF SERVICE**

ARTICLE 12. The Water Department may at any time, temporarily interrupt water service in order to make repairs or changes to its piping system, or for any other related purpose. It may also shut off water service for non-payment of rates or other charges, or for failure to observe the Rules and Regulations. No customer will be entitled to damages, or to have any portion of payment refunded, for any interruption of service occasioned either by accident to any portion of the works, or by shutting off for the purpose of additions or repairs to the works, or by stoppage or shortage of supply due to causes beyond the control of the Water 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 the customer or other consumers.

Whenever practical, consumers will be given advance notice of any interruption in service.

## **WATER PRESSURE**

ARTICLE 13. The Water Department does not guarantee water pressure and assumes no responsibility for any fluctuations thereof.

## **RESPONSIBILITY FOR WATER CHARGES**

ARTICLE 14. Upon the activation of water service, the customer will be charged with and held responsible for all water passing through the service pipe. A demand charge and interest will be rendered by the Town on delinquent bills, and continued delinquency will result in a lien on the Premises. Should ownership of the Premises change, the new name and address shall be given to the Water Department Office promptly so that bills may be properly rendered. Failure of the consumer to receive a bill does not relieve him or her from the obligation of its payment, nor from the consequences of its non-payment.

## **TURNING OFF AND ON**

ARTICLE 15. Only Water Department personnel shall shut-off or turn on the water at the curb stop.

## **FIRE HYDRANTS**

ARTICLE 16. Fire hydrants are under control of the Town's Fire Department for any firefighting situation (fires or necessary practice). In no other case shall anyone be allowed to draw water from, exercise or operate any fire hydrant within the water distribution system without permission from the Water Department. The Water Department must be notified as soon as practical after the use of a hydrant for the purpose of inspection of all hydrants used. Anyone with permission from the Water Department to extract water from a hydrant will pay a fee and all water usage will be metered by the Water Department.

## **WATER MAINS**

ARTICLE 17. The Board shall approve the size and type of pipe, the number and location of all valves, hydrants and fittings, and the time and method of installation, pressure testing and the disinfection of all water mains in both public and private ways.

No connections shall be made to any existing main except by the Water Department or, with its specific approval and supervision, by other qualified workers.

All work in connection with the maintenance and repairs to privately-owned water mains shall be performed with the approval and supervision of the Water Department, and all costs shall be paid by the owner.

The Board reserves the right to withhold the supply of water to any main unless and until all of the above conditions have been met.

## **FIRE AND SPRINKLER SERVICE**

ARTICLE 18. Any fire protection system supplied with water from the Water Department shall not be connected to any other source of water.

No water shall be drawn from the fire service pipes for any purpose except for the extinguishing of fires or necessary testing of the system.

## **CROSS CONNECTIONS**

ARTICLE 19. No one shall install, or allow to exist, any physical connection between the water supply of the Town and any other private water supply.

No cross connection, as that term is referenced in 310 CMR 22.22 (Massachusetts Cross Connection Regulations), shall be allowed.

## **WATER METERS**

ARTICLE 20. All new water service shall have an approved water meter with an electronic remote reading register installed at the owner's expense. All existing water service that is not so electronically metered shall have such a meter installed by the Water Department at its discretion. Size and make of the water meter and remote electronic reader shall be determined by the Water Department. The meter when installed shall become a permanent part of the water service and will be repaired and maintained by the Water Department.

Every new dwelling unit except those in apartment buildings with a centralized water system shall have its own dedicated water meter

The owner of the Premises shall furnish a Water Department-approved location for the meter and keep it accessible at all times. He shall protect it from freezing and all other external damage and shall be responsible for damage caused by failure to do so.

Any water service over 150 ft. from the street line, or where there may be an outlet between the street and the structure being provided service, or on service that has no other safe and convenient location, a meter pit shall be required. The location, size and type of construction of the meter pit shall be approved by the Board and its cost and installation shall be the responsibility of the customer.

All water meters, once installed, become the property of the Water Department, except that the Water Department may refuse to take ownership of a meter which is improperly installed or which is the wrong type or size for the Premises in question.

## **VIOLATIONS**

ARTICLE 21. A violation of the Rules and Regulations may result in the shutting off of water to the Premises. Water shut off for violation of Rules and Regulations, nonpayment of charges, or other offense, will not be turned on again until the Water Department is satisfied that the violation has been properly addressed.

## USE OF WATER DEPARTMENT LANDS

### ARTICLE 22.

A. The following restrictions apply to the use of Water Department property by the general public:

- 1) Access between Sunset and Sunrise is prohibited.
- 2) Littering, dumping and polluting are prohibited.
- 3) Fires and camping are prohibited.
- 4) Alcoholic beverages and controlled substances (drugs) are prohibited.
- 5) Unauthorized motorized vehicles, except in designated parking areas are prohibited. (Any release of fluids, (oil, fuels, antifreeze, etc.) MUST be immediately reported to the EMERGENCY RESPONSE CENTER (978) 352-5700.)
- 6) The TAKING or DISTURBING of rare species is not allowed under the Massachusetts Endangered Species Act (MESA) and violators are subject to fines and/or imprisonment. Note that the Water Department routinely monitors these areas and will report violations to local and state environmental authorities.
- 7) Removal, destruction or damage to signs, fences, barriers, buildings, equipment or other real property under the control of the Water Department is strictly prohibited.
- 8) Unauthorized removal, relocation or deposition of trees, vegetation, water (surface or subsurface) or soils is strictly prohibited.
- 9) The use of fertilizers, pesticides, herbicides or any other chemical application or discharge is strictly prohibited.
- 10) Neither the Town nor the Water Department assumes any liability for injury sustained while on Water Department property.

B. Upon written request, and at the discretion of the Water Department, written permission may be granted for the following activities:

- 1) Removal, relocation or deposition of trees, vegetation, water (surface or subsurface) or soils for maintenance and improvement of trails, roadways, grounds or wildlife habitat.
- 2) Hunting in designated areas and at designated times during legal Massachusetts hunting seasons. In addition to the restrictions of the Water Department, ALL applicable laws for hunting on public lands in Massachusetts shall apply.
- 3) Other activities which the Water Commission determines will have no adverse impact to the public water supply and may have beneficial environmental impacts.

The Water Department may waive any restriction or adopt a different or additional or special restriction for individual parcels or groups of parcels within the Water Department property. The Water Department may enter into separate agreements with parties, organizations or individuals involved in long term activities on Water Department property. Such LONG TERM AGREEMENTS shall be reviewed annually and may be modified or revoked as the Water Department may deem necessary for the protection of the public water supply.