

REVISED

Rules and Regulations  
of the  
**AMESBURY**  
**WATER**  
**DEPARTMENT**



Amesbury, Massachusetts

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**RULES AND REGULATIONS  
of  
AMESBURY WATER DEPARTMENT**

The following rules and regulations made by the Board of Public Works will constitute a contract between the owner and the Water Department of the Board of Public Works, and the owner will be considered to express his consent to be bound thereby, and to take water only for purpose stated in the application and at the established rates.

**1. APPLICATION FOR SERVICE** — Applications for service are to be made in writing at the office of the Department of Public Works, and the various uses to which the water is to be applied must be stated fully and truly; and should use for any other purpose be required, notice must be given before it will be allowed.

The water will not be turned on services of new buildings until the Plumbing Inspector has certified to the Water Department that the plumbing is in accordance with the Plumbing Regulations.

**2. OWNERSHIP AND MAINTENANCE OF SERVICE PIPES** — All service pipes, including the shut-off, within the limits of the Highway shall be owned and maintained by the Water Department. From the limits of the Highway (property line) to the building the service pipe shall be installed, owned and maintained by the owner.

(A.) Persons taking water must keep their water pipes and fixtures in good repair and protected from frost at their own expense, and will be held liable for any damages resulting from their failure to do so. This will prevent any

unnecessary waste and the water must not be left running to prevent freezing.

(B.) When it becomes necessary to thaw a frozen service pipe and it cannot be determined where it is frozen, and the Water Department, at the consumer's request, undertakes to thaw same, one-half (½) of the cost thereof shall be paid by the owner.

(C.) When permission to open a street cannot be obtained or when for any physical reason it is impracticable to make excavation and provide independent service, water may be furnished from an adjacent service if deemed advisable by the Water Department and the owner gives his permission, but entirely at the expense of the New Taker.

(D.) Where an easement through land of another is necessary in order to connect the applicant's premises with town water, the expense of the easement shall be borne by the applicant.

**3. SEASONAL SERVICE** — Seasonal service is one which supplies premises for only a portion of the year.

**4. SAFEGUARDING HOT WATER TANKS** — All consumers having direct pressure hot water tanks must place proper vacuum and relief valves in the pipe system to prevent any damage to such tanks should it become necessary to shut-off the water on the street mains.

**5. JOINT USE OF SERVICE PIPE TRENCH** — Water service pipes will not be placed in the same trench with gas pipe, sewer pipes, electric conduits or similar structures except under special conditions.

**6. WINTER CONSTRUCTION** — Except in case of emergency, no new service pipes or extensions of main pipes will be installed during winter conditions, and payment by the owner of all extra expense over ordinary construction cost may be charged at the discretion of the Water Department.

**7. BILLS PAYABLE** — All bills are due and payable at the office of the Town Collector, 30 days from date of bill. A discount of 15 per cent will be allowed, if paid within 30 days and must be taken at the time of payment. Discount will not apply to unpaid previous balances.

In case of non-payment of a bill 30 days after same is due, the Board of Public Works shall send a notice to the delinquent and unless said bill is paid within ten (10) days thereafter, the supply may be cut off and the water shall not be turned on again until the amount due, and \$2.50 for shutting-off and \$2.50 for turning-on is paid. Failure of the consumer to receive his bill does not relieve him of the obligation of its payment nor from the consequences of non-payment.

**8. ABATEMENT** — No allowance shall be given for non-use of water unless the water has been shut off by the water division at the request of the owner. The shutting-off and turning-on of water shall be at the expense of the owner. The Water Department will then discontinue service at the street shut-off. A charge of \$2.50 per service will be made for shutting-off and \$2.50 for turning-on.

**9. UNAUTHORIZED USE OF WATER** — No person not entitled to the use of water shall obtain

it from any hydrant, or other fixture of the Water Department without previous consent of the Water Department under penalty of the law.

**10. USE OF HOSE AND LAWN SPRINKLERS** — When necessary to conserve supply, the Water Department may restrict or prohibit the use of both hose and sprinklers.

**11. ACCESS TO PREMISES** — The agents of the Water Department shall have free access to all premises supplied with water, at all reasonable hours, to permit the setting, removing or reading of meters to ascertain the amount of water used and the manner of use and whether there is any unnecessary waste.

**12. NO LIABILITY FOR INTERRUPTED OR UNSATISFACTORY SERVICE** — If, by reason of shortage of supply or for the purpose of making repairs, extensions or connections or for any other reason beyond the control of the Water Department, it becomes necessary to shut-off water in the mains, the Water Department will not be responsible for any damages occasioned by such shut-off. Notice of shut-off will be given when practicable but nothing in this rule shall be constructed as requiring the giving of such notice.

The Water Department will not be responsible for damage caused by discolored water, which may be occasioned by cleaning of pipes, reservoirs, or the opening or closing of any gates or hydrants when the same is due to no lack of reasonable care on the part of the Water Department.

The Water Department will not be liable for any water service pipes beyond the building shut-off valve located near the property line.

### 13. METERS —

(A.) The Water Department reserves the right to install water meters and charge for the water consumed at meter rates whenever they deem such action to be for the best interest of the Water Department, and meters thus installed shall not be removed unless by directions of the Water Department. All new installations shall be metered.

(B.) All meters shall be set, as nearly as possible, at the point of entrance of the service pipe within the building and the owner shall provide and maintain a clean, dry, warm and accessible place therefor. The cost of the meter and installation shall be borne by the Water Department.

(C.) When the owner fails or neglects to furnish a suitable location for meter inside his building, or where for other reasons it is necessary to locate the meter in an underground meter box, the owner shall bear the expense of same.

(D.) Meter repairs or replacements necessitated by ordinary wear will be paid for by the Water Department. Those caused by freezing, hot water, the wilful act, neglect or otherwise of the consumer will be charged to the owner of the premises.

(E.) All water passing thru a meter will be charged for whether used or wasted.

(F.) If a meter fails to register, or if it is removed for the purpose of making repairs, the Water Department will make a charge for the water used based on an average of the amount registered over three most recent similar periods.

#### (G.) METER TESTING

Any person using water measured by a water meter is entitled to an examination and test of the accuracy of the same, by written application to the Board of Public Works, within 30 days from the date of the water bill for the period involved. The meter will be tested by a competent employee of the Department of Public Works, using standard approved testing procedures, and a written report of the results of such tests shall be sent to the applicant.

If it appears that the meter is within 2% accurate the applicant will be charged \$3.00. If it appears that the meter is more than 2% inaccurate and the person has been charged or has paid for more water than actually used, the excess amount charged or paid shall be rebated to him, and the Department of Public Works will bear the expense of the meter test. However, if it appears that the results of the test show that the person has been charged or has paid for less water than he consumed, he will be billed for the additional amount and he shall also pay for the cost of the meter test.

#### PRIVATE FIRE PROTECTION

Consumers desiring private fire protection, such as sprinkler system or private hydrant should first consult with the Water Department as to availability of mains, etc.

Private Fire service rate for automatic sprinklers to be used, a charge per sprinkler head will be made semi-annually.

#### PUBLIC FIRE PROTECTION

The Water Department will make every effort to maintain normal pressures at all times on

the distribution system, but shall not be held liable for the failure of either the supply or distribution division of its system to adequately furnish its normal quantity of water when such failure is due to the elements, natural causes, breaks, leaks, unusual or concurrent droughts, or the water or unlawful use of water.

#### INFORMATION FOR CONSUMERS

The following are common causes of waste of water:—

1. Defective pipes.
2. Defective ball cocks or valves in water closet.
3. Leaky faucet and stop cocks.
4. Careless use of hose.
5. Allowing water to run in winter to prevent freezing and in summer for cooling.

Unpleasant surprises in water charges may be wholly prevented if owners will read their meters frequently and with special care in extreme weather either in summer or winter.

Should a meter indicate a sudden increase in consumption with no apparent cause, one of two things has happened, a leak has started, or water has been allowed to run to waste.

Do not neglect Leaking Toilets — for a small leak will waste from \$10.00 to \$50.00 worth of water a year. This leak may occur without being visible, but it can be detected by listening on the pipe leading from the tank or on the tank itself.

Do not suspect the meter if your bills are too high. It registers all of the water consumed whether used or merely wasted — but no more. When the water meter is worn or defective it either allows water to pass through without registering the flow at all, or else under registers.

The table below is not based upon mere theory but the various openings were tested at the Southbridge, Mass. Water Co's shop at the average pressure of 80 pounds per square inch.

#### WHAT SMALL LEAKS COST YOU

Size Stream	Opening	Cu. Ft. Per Day	Cost Per Day
1/8	●	540	\$2.11
1/16	●	180	.70
1/32	●	37	.15
1/64	●	11	.05

#### TRANSFER OF OWNERSHIP

Property owners shall notify Amesbury Water Department of any change in ownership at time of transfer.

