

**TOWN OF
MANCHESTER, MASSACHUSETTS**



**RULES AND REGULATIONS
OF THE
WATER DEPARTMENT**

— ADOPTED 1970 —

RULES AND REGULATIONS
of the
WATER DEPARTMENT

1. Every person who shall be supplied, or whose property shall be supplied with water, shall thereby subscribe to the following rules and regulations, and all subsequent changes in, or amendments and additions thereto, as adopted by the Board of Water Commissioners.

2. Whenever the term Water Commissioner is used, it refers to the duly elected Water Commissioners of the Town of Manchester.

3. All applications for the use of water must be made at the Office of the Water Commissioners, on forms prescribed by them, stating fully the purposes for which the water is to be used, and signed by the owner of all premises or his duly authorized agent. The owner of all premises will be held responsible for the water charges.

4. A deposit in the amount of the estimated cost of construction shall be required prior to any and all work done on private property. This pertains to new water services and the renewing of old water services; said deposit to be made to the Town Treasurer and final adjustments of the actual cost to be made at the completion of said construction.

5. The Town will in all cases furnish, lay, and maintain that part of the service pipe located in a public highway, and may lay or direct the proper installation of all services to where the meters are installed, on private property. Every part of the service including the meter installation shall be installed at the expense of the owner of the premises. The maintenance cost of the service, except that part of the service in a public highway shall be at the expense of the owner.

6. All service connections from the main to the meter must be laid with either type "K" copper tubing with flanged connections or with genuine wrought iron galvanized lead lined fittings, to a depth of 5 feet below the ground surface, or a size that shall be approved by the Water Commissioners, with either a stop and waste or a drainable valve located at the end of the service, on the street side of the meter. The provisions of this regulation may be altered in particular cases by the Water Commissioners.

7. After installation, no alterations shall be made in any pipe or fixture from the street main to the meter, except by persons authorized to do so by the Water Commissioners.

8. Services having more than one outlet shall be constructed in such a manner as to allow the independent shutting off of each lateral, without interfering with the others. Each shut off must be located near the main service supply pipe, and of a make approved by the Water Commissioners. Drips must be installed in all services to insure emptying the pipes of water, when services or laterals are shut off.

9. Except with special consent of the Water Commissioners only one service connection will be made for the same premises. Where stand-by or emergency services are installed, the same shall be metered and the entire expense of installation and maintenance of both service pipe and meter shall be set at the expense of the owner of the premises.

10. The Water Commissioners, and their authorized agents, shall have the right during all reasonable hours, to enter the premises of any water taker for the purpose of inspection of the pipes, fixtures, or other apparatus used in connection with the water supply.

11. No sewer, gas, or electrical connection shall be placed in the same trench without the approval of the Water Commissioners.

12. The Water Department will not install, nor in any way be responsible for, the piping and fixtures beyond the meter. All piping and fixtures must be strong enough to withstand any pressure or vacuum to which the water mains may be subjected in cases of emergency. No allowance will be made for loss of water due to leakage or failure of piping or fixtures, or for consequent damage.

13. The Water Department shall have the right to shut off the water supply without notice to water takers when making repairs or extensions to its system, or for any other necessary purpose. Persons or corporations having any fixtures which are liable to injury from the sudden withdrawal or turning on of the water, are hereby notified that the Town is not responsible for any damages caused thereby, nor shall they be entitled to collect for any damages resulting from such action. Water Takers shall not be entitled to a refund or an abatement of charges for temporary discontinuance of the supply for the purpose of additions or repairs to, or because of accidents to the system, or for discolored water, or for non-use of water. Neither the Town or the Water Department shall be held responsible in damages for failure of the water supply.

14. Services shall not be turned on unless all meter rates and

all bills for meter repairs, service pipe construction, and service pipe maintenance are paid. Services shall not be turned on unless the owner of the premises or his duly authorized agent is on the property at the time. The Town or the employees of the Water Department will not be held responsible for damages to property caused by flooding, etc. A service charge will be made to owners of property when they or their agents request their service to be turned on or shut off, for each metered service.

15. Except where conditions make it impractical the water will be metered. The meters used will be provided, and kept in repair by the Department. When they are injured or allowed to freeze by the consumer, the cost of the repairs will be charged to the owner of the premises.

16. The Department shall have the right to remove, repair, and replace any meter at any time within reasonable hours.

17. Meters shall be set by an employee of the Water Department or by those plumbers authorized by the Water Commissioners, but they shall not be removed or disturbed while the service is turned on except by employees of the Water Department.

18. The Department shall supply, maintain and read (except as otherwise provided) only one meter for each service. If additional and auxiliary meters are wanted to show the subdivision of the water supplied, they will be furnished and installed by the Department, and each meter so installed will be considered as an additional service connection. In no case will the water be double metered.

19. It shall be the duty of all consumers to see that the meters on the services are easily accessible for inspection at all times. When it is necessary to set the meter outside the building, it shall be placed in a vault of suitable size, constructed of either brick or concrete, which shall be provided and maintained by the owner of the premises.

20. All new services and all relaid services that are over 100 feet in length, from either side line or property line, shall have constructed at the owner's expense on his property a meter box at the street side line or property line.

21. Should a meter fail to register for any cause the quantity of water shall be determined and the charge made shall be based upon the average amount of water registered in the previous five years, by the meter when in working order, or it shall be otherwise equitably determined and charged by the Water Commissioners, or their agents.

22. In cases where the consumer questions the accuracy of his water meter which has been tested within five years, the Water

Commissioners shall have the meter removed and tested. If the meter is found to be registering correctly, (within an average of two percent) the whole of the expense of the test is to be paid by the consumer, and if the test is found to be incorrect the Town shall bear the expense of the test. The consumer shall be notified before the meter is removed in order that he or his agent can be present at the test. A service charge will be made to owners of the property, whenever they or their representatives request a special meter reading, other than those taken for the Department's interest.

23. All persons and corporations having private fire connections for sprinklers or private hydrants in buildings or on the premises are forbidden to use the water for any other purpose excepting extinguishing fires without the permission of the Water Commissioners.

24. No person except members of the Fire Department shall open a fire hydrant except by written permission of the Water Commissioners.

EXTENSION OF WATER MAINS AND BETTERMENT ASSESSMENTS

Water mains may be extended whenever and wherever in the opinion of the Commissioners, public and private interests require such extension. The size of all street mains, public or private shall be 8" cast iron pipe or asbestos-cement pipe, unless otherwise authorized by the Commissioners.

Applications for the extension of mains through private ways or grounds, the locations of which at some future time might become a public way, in no case will be approved by the Commissioners, unless first approved by the Planning Board, under such regulations as they may prescribe.

The extension of all mains not in public highways must be made in accordance with good practice, under the supervision of the Water Department, and all carrying charges of construction including inspection, must be borne by owners of property along said extension.

Assessments for water extensions shall be made as provided by the Law of the Commonwealth and Article 11 of the Annual Town Meeting of 1956 which provides that "the Town shall pay one third and the abutters shall pay two thirds of the cost of construction in public ways. The abutters in public ways shall

be assessed on frontage lengths and the areas to a prescribed depth and payments may be spread over a period of twenty (20) years with interest charges of four (4) percent."

Application for the extension of mains through private ways or grounds shall in no case be approved unless the owner or owners thereof execute a proper instrument securing to the Town the right of way or permanent occupation free from any acts of interference that shall effect the safety of the pipes and securing to the Department the right of entrance for inspection and maintenance.

**DEPARTMENT OF PUBLIC HEALTH
COMMONWEALTH OF MASSACHUSETTS**

In accordance with Chapter 111, Section 160 of the General Laws, the public is hereby notified of the following regulation adopted by the Department of Public Health of the Commonwealth of Massachusetts for the purpose of preventing the pollution and securing the sanitary protection of the waters of Gravel Pond and its tributaries.

"No person shall wade or bathe in, and no person shall fish in, enter or go in any boat, seaplane, or other contrivance, enter upon the ice for any purpose including the cutting or taking ice or cause any animal to go in or upon such source of water supply or open water tributary thereto."

In accordance with the rules of the Department no permits for any purpose will be issued by the Board of Water and Sewer Commissioners.

Violators of the above regulation may be subject to imprisonment for not more than one year or a fine not to exceed \$500.00 or both.

**FACTS WHICH WILL INTEREST
THE WATER CONSUMERS**

1. A meter in working order registers no more water than what passes through it. It is fair to the consumer.
2. A meter out of working order registers less water than what passes through it, or stops altogether. It favors the consumer.

SOURCES OF WASTAGE

By wastage it is meant that water is permitted to pass through the meter without ultimate use. This may occur by deliberate or negligent wastefulness or by reason of leakage due to defective plumbing. Faucets indoors or outlets in the open are frequently turned on to prevent freezing the pipes. This is done oftentimes without reference to the cost of water consumed for such purposes, or for the cost of repairs to plumbing is given greater consideration than the amount of water used, or wasted.

DETECTION OF WASTAGE

Institute regular periods for inspection of all plumbing, at the same time taking readings of meter for comparison. Compare the use of water at night by that of day, and compare readings at regular intervals.

Establish a normal consumption for a given period, and, if consumption for a like period exceeds it at any time, trace and stop the cause at once, and if readings are excessive, ascertain the cause as soon as possible.

Keep meter in accessible condition for reading.

Do not guess at how much water you are using for any specific purpose. Let the meter tell you.

If the service is to remain disused for an indefinite period, have the water shut off by the Department. If for a short period only, shut it off at the valve, back of the meter.

Remember that the water meter is a perpetual invoice. It will not tell you at the collection period how much water was used, but it will tell you, if consulted at any time, how much is being used.