



Water Department
100 Center Street
Pembroke, MA 02359

Rules & Regulations

Amended 2005

**TOWN OF PEMBROKE, MASSACHUSETTS
WATER DEPARTMENT
RULES and REGULATIONS**

September 2005

The following regulations are to be considered a part of the contract with all parties taking and using water (hereinafter referred to as Customer) and all such parties are considered to have expressed their assent to be bound by such regulations, and when any are violated, the water shall be shut off from the place or buildings where such violations occurred, and will not be turned on again until a full compliance of all the rules have been made and said fee paid in addition for turning water on.

By entering into agreement with the Department of Public Works Water Department (the Department), the Customer agrees to pay all fees and fines in accordance with the attached fee schedule entitled "DPW Water System Development Charges".

WATER SERVICES

Written application must be made to the Department when a service connection is desired. All work must be inspected by Department personnel before being covered and meet the approval of the Department. All service pipe must be laid with a minimum of five feet of cover to prevent freezing.

Service pipes and connections shall be of a size, type of material, and installed in accordance with specifications provided by the Department and to current local plumbing codes. The Department shall furnish and install a shut-off valve inside the building and a remote reading meter. The installation charges billed to the applicant shall be in accordance with the attached fee schedule. The fee for connection charges must be paid prior to issuance of a Building Permit.

WATER METERS

All water shall be sold by meter except by special agreement with the DPW Board of Commissioners. Meters up to ¾-inch in size shall be supplied, installed and owned by the Department. Meters larger ¾-inch shall be furnished and installed by the property owner but shall be approved by the Department.

The Department shall provide and install a shut-off valve up to 1-inch in size at the meter inlet. A stop valve shall be provided by the Applicant and installed near the outlet of the meter at the Customer's expense.

No meter shall be changed, disconnected or in any way disturbed except by a Department employee. Any meter seal found broken may be considered a violation of this rule. Penalties provided under Chapter 165, Section 11 of the General Laws.

Adequate and proper space for the meter and protection from freezing will be required and must be provided by the customer, either in the building basement or located in an approved meter pit.

Meter pits will be allowed only when it is absolutely necessary and when approved by the Department. Polyethylene service pipe may be used from the meter pit to the house to minimize the cost where it is a long distance from the street to the building providing that locator tape is used. However, copper service pipe shall be used in the street right-of-way, through the meter pit, and at least 15 feet on the discharge side of the meter pit, and 15 feet before entering the building. Meter pits shall consist of pre-cast concrete or PVC construction. Meter pits shall be as manufactured by Ford Meter Box Co., and Mueller Company. Meters shall be installed in the meter pit with at least 4-feet of ground cover with a Department approved meter yoke. The meter yoke shall contain a shutoff valve on the inlet and discharge side of the meter. Meter pit covers shall be cast iron covers with locking lid. The cover shall be appropriately marked.

No other source of water including private wells shall be connected to any pipe supplied with town water.

Customers shall keep their own pipes and fixtures connected therewith in good repair and protected from freezing at their own expense. The customer shall be responsible for arranging for repairs, at his own expense, in the event of a leak or freeze-up that occurs between the curb stop and the meter. Failure to make repairs within seven days of written notification by the Department shall result in termination of water service.

Whenever leaks or freeze-ups occur between the curb stop and the main, the Department shall assume all responsibility and cost of repair.

No Customer shall supply water to others except by special permission of the DPW Board of Commissioners.

The Department shall not be responsible for any damage to pipes or other property which may be attributed to faulty electrical ground wires attached to the water pipes and meter.

If, for any reason, a meter fails to record the amount of water used, the quantity shall be determined by the Department. Determination shall make reasonable reference to the quantity used in preceding billing periods. All water passed through a meter will be charged for, whether used or wasted.

All meters 2-inches in size or larger shall be tested every two years. The Customer will pay the said testing fee and the Department will coordinate the testing of these meters.

If a Customer would like the Department to test a meter, an application and fee need to be filed. The test is subject to the following conditions:

1. If the meter is found to over register by an average amount exceeding two percent, the meter will be removed and replaced with a tested meter by the Department. The corresponding increase or decrease will then be made to the customer's water bill for a period not to exceed six months. The application fee will be waived if the meter is replaced due to over registering.
2. If the test does not find the meter to over register in an amount exceeding two percent on average, the meter will be returned to service and the application fee will not be returned.

The Department personnel shall have the right to enter the premises of any water taker between the hours of 7:00 A.M. and 3:30 P.M. on any day to examine the pipes and fixtures, the quantity of water used and the manner of its use. To also repair or replace a meter or the valve immediately before it. When the right to so examine, repairs, or replace is denied, the water shall be shut off at the property line and not turned on until entry is allowed.

WATER INSTALLATION IN SUB-DIVISIONS

Before the approval of any sub-division plans, the developer must request, and pay for a water availability permit review, and perform at minimum one flow test to ensure the development will receive adequate domestic water and fire protection and will not adversely affect other portions of the Town's water distribution system.

All installation of water main and service pipe will require a road opening permit with the DPW and shall be subject to the same standards of inspection and testing as set forth in this document.

The developer shall be responsible for making connections to the Town's water distribution system. Connections shall be approved and inspected by Department personnel. The tapping fees billed to the applicant shall be in accordance with the attached fee schedule and shall be paid before the connection can be made.

The Department shall determine a procedure for each sub-division that details the maintenance procedure (including leak detection and flushing) for water mains within the sub-division. In cases where the developer is to maintain the water system on their property, and it is not being done to the Departments satisfaction, the Department will notify the developer in writing of the problem and if no action is obtained will turn their water off at the valve tapped off the Town's water system.

The developer shall be responsible for painting all hydrants the appropriate color combinations as approved by the Department.

The developer shall provide the Department with record drawings / as-built drawings of the water system as installed. Record drawings shall include horizontal location of the water mains and hydrants relating to the street right-of-way and sidewalks, swing ties to bends, fittings, and valves, and distances from each curb stop to the water main. Record drawings shall include installation date, and information relating to the engineer, contractor, and developer.

HYDRANTS

No one except Department employees and members of the Fire Department on official duties shall turn on any hydrants. Persons wanting to use a hydrant for any reason shall apply to the Department for permission to use, and after paying said fee will dress the hydrant with the proper valves, backflow preventer and meter. The Customer will be billed for water used and will supply any and all hose. Under no circumstances shall a hydrant be operated with the use of a pipe wrench.

RESTRICTIONS

The Department reserves the right to restrict the use of water for any reason which might jeopardize the quantity or quality of supply. Water may be shut off at the curb stop if a customer fails or refuses to comply with such restrictions. (Authorization under Chapter 40, Section 41 A of the General Laws.)

The Department shall have the right to shut off the water to make repairs, extensive alterations and in the case of fire to keep it shut off as long as may be necessary. In every possible case, consumers will be notified in advance of water stoppage. Shut-off of water for residential customers shall occur at the curb stop, shut-off of industrial customers shall occur at the gate valve tapped off the Town's water system.

No lawn irrigation systems may be connected to the town's water distribution system in any manner. Therefore, all irrigation systems must be supplied by private wells at the expense of the property owner.

Private hydrants, sprinkler systems and fire pumps using town water may be tested only in the presence of a representative of the Department after permission to so test has been granted by the Department.

No persons, except those authorized by the Department, shall tap any water main or connect any service therewith.

No permits will be issued to open public ways between November 15 and April 15, except in an emergency. This ruling may vary with frost conditions. All street openings will require the customer to file a street opening permit.

In all cases where boilers or tanks are directly supplied with town water, suitable pressure relief and anti-vacuum valves shall be installed and paid for by the owner to protect the units involved.

No unprotected cross connection is permitted to a public water supply or any other source

of water as per DEP Regulations, 310 CMR 22.22. All cross connections must be approved by the Department and tested in accordance with the manufacturers specifications. The building owner shall provide the Department with rights of access to test these devices and pay said fee.

The Department has the authority to declare a state of water emergency by implementing a mandatory water ban during any emergency condition in accordance with the current municipal town bylaw.

GENERAL

The Department shall not be held responsible for discolored water occasioned by events beyond its control, nor be held liable for damage caused by shutting off the water or variations in pressure.

The cost of water service for fire sprinkler systems shall be in accordance with DPW water system development charges (see attached).

In the case of fraudulent representation on the part of the water taker, any payment made shall be forfeited and the supply of water stopped.

These rules and regulations supersede all previous rules and regulations. The DPW Board of Commissioners reserve the right to change these rules and regulations and to make additional regulations as may from time to time be deemed necessary.

The foregoing rules and regulations are an update to the rules and regulations that were unanimously adopted at the regular DPW Board of Commissioners.

SPECIFICATIONS FOR INSTALLING WATER MAIN

1. All water main pipe shall be manufactured in accordance with AWWA C151. Pipe shall be ductile iron, thickness class 52. The inside of the pipe shall be given a cement lining and asphaltic seal coat in accordance with AWWA C104.
2. All installed water pipe shall have five feet of cover measured at final grade.
3. Generally, no pipe smaller than eight inches in internal diameter shall be utilized for water mains connected to a hydrant.
4. All Fittings shall be mechanical joint, conform to the requirements of AWWA C110 or C153, and be capable of withstanding 250 psi.
5. Tapping sleeves shall have stainless steel wrap tees.
6. All valves and fittings shall be braced against movement utilizing approved joint restraint systems (i.e. megalug[®] fittings).
7. Water valves shall be resilient wedge type gate valves manufactured to AWWA C509 standards. Valves shall open right (clockwise). All valves that are 16 inches in size or greater, shall be butterfly valves. Butterfly valves shall be in accordance with "Rubber-Seated Butterfly Valves", AWWA Designation C504. All gate valves and butterfly valves shall be manufactured by Mueller Co.
8. Gate boxes shall be set plumb and flush with the ground surface and conform to AWWA C500. Gate valve boxes shall be equipped with pavement flange.
9. No Pipe or fitting shall be backfilled before inspection by a person designated by the Water Department.
10. Hydrants shall conform to the requirements of AWWA C502. Hydrants shall be set plumb, with the steamer nozzle facing the road. The area around the drips shall be filled with clean stone. Approved joint restraint fittings shall be utilized for hydrant installation. Hydrants shall be placed so that they are within one foot of the property line and shall be the 5 ¼ Centurion model as manufactured by Mueller Company.
11. The completed water main shall be chlorinated by using one part solution of available chlorine in such volume that the rate of dosage of the water content of the main shall be at least fifty parts per million available chlorine. The contact period shall be at least twenty-four hours, longer if the test for residual chlorine indicates that it is necessary for proper disinfection. Water main disinfection shall be in accordance with an approved AWWA method for disinfecting water mains. The Department will take bacteria samples and perform analysis. The customer shall be responsible for flushing and pressure testing

new water main. No water main shall be placed into service until the Department has given approval.

12. All damages of whatever nature resulting from the work or resulting to the work, from whatever cause shall be borne and sustained by the contractor.
13. Damage to any existing underground structure shall be repaired at the contractor's expense.
14. Pressure tests of the new water main shall be carried out at 150 pounds gauge for one hour. Leakage tests shall be performed if the pressure drops after the one hour time period. The rate of leakage shall not exceed one gallon per day per linear foot of joint.
15. The Contractor shall guarantee all materials and workmanship for a period of one year after the completion of strength and leakage tests.
16. In the case where the Town of Pembroke supplies water to individual houses in a development and after all the foregoing conditions have been met, and before the Town accepts the road or roads and/or utilities, the owner of the development shall pay, at cost, for any repairs to the mains and appurtenances which may become necessary.

SPECIFICATIONS FOR INSTALLING SERVICE PIPE

1. Services shall consist of copper tubing, a corporation cock at the main, a curb stop and curb box at the property line and an inside valve and meter on the owners premises.
2. All service pipe shall be of Type "K" copper tubing, the size to be determined by the Department.
3. Service pipe shall be placed five feet below final grade.
4. Service boxes shall be centered over the curb stop and set flush with the ground surface.
5. Connections to water mains shall be done by the Department. A service charge will be levied for this service.
6. No pipe or fitting shall be backfilled before inspection by a person designated by the Department.
7. All damage of whatever nature resulting from the work, or resulting to the work from whatever cause shall be borne and sustained by the contractor.
8. Damages to any existing underground structure shall be repaired at the contractor's

expense.

No water service shall be installed nearer than 10 feet to any septic tank, cesspool, leaching field drainage pit, sewer line or drain line as per DEP 310 CMR, Section 15.211.

10. The contractor will have an approved Street Opening Permit from the Pembroke Department of Public Works (the Department) prior to the start of any work performed in a public way.

11. A service line installed by a private contractor in a public way must be guaranteed for one year from the date of completion. The contractor shall repair any settlement of the trench pavement by a method approved by the Department and at his own expense for the same one-year period starting from the date of completion.

ATTACHMENTS

1. DPW Water System Development Charges
2. Street Opening Permit Application Form
3. Water Availability Permit Application Form

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