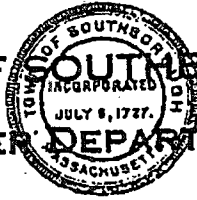


TOWN OF SOUTHBOROUGH  
WATER DEPARTMENT



TOWN OF SOUTHBOROUGH, MASSACHUSETTS  
Water Department Rules and Regulations

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I. GENERAL INFORMATION

A. Definitions

1. Water Department - The Water Department of the Town of Southborough, Massachusetts as represented by its Board of Water Commissioners, Superintendent or duly authorized employees or agents.

2. Application for Water Service - The form signed by the customer or his designated representative for the purposes of obtaining water service from the distribution system which shall be considered as a contract between the Water Department and the applicant.

3. Customer - The party making application for water service to any dwelling unit or units, commercial business, corporation, industry or government agency.

4. Distribution System - The system of existing water mains which are installed or presently located in accepted roadway layouts, rights of way or easements within the corporate limits of the Town of Southborough which provide water for fire protection and domestic service.

5. Water Service - The pipe extending from the distribution main to the customers dwelling or other structure, up to and including the water meter.

6. Single Family Dwelling - A single family home used as temporary or permanent living quarters.

7. Multiple Dwellings - Multiple dwellings shall be deemed to include but not be limited to, duplex homes,

nursing homes, apartment buildings, town houses, elderly or family housing complexes, or condominiums.

8. Commercial Structures - Commercial structures shall be deemed to include but not be limited to hotels, motels, restaurants, department stores, food markets, or other facilities furnishing consumer or user services.

9. Industrial Structures - Structures where goods are manufactured, stored, or dispensed for consumer use.

B. Service Area

The territory served by the Water Department to the extent of the Town's corporate boundaries.

C. Office Location and Hours of Work

The offices of the Water Department are located at 147 Cordaville Road, Southborough, Massachusetts, 01772. The office is open Monday through Friday from 7:30 AM to 4:00 PM. The office is closed Saturdays, Sundays and on legal holidays

Scheduled meetings of the Board of Water Commissioners  
Select Board (Water Commissioner) Meetings are held the first and third Tuesday at 6:30 P.M. at the Town House, 17 Common Street, Southborough, MA 01772.

Appointment to be made seventy-two (72) hours in advance for Board of Water Commissioners meeting to be put on the agenda, or discretion of the Board.

Information may be obtained by calling (508) 485-1210 during normal business hours.

D. Application for Water Service

Application for water service must be made by the customer or his designated representative and signed in writing at the office of the Water Department on forms provided by the Water Department, stating fully and truly the use to which the water is to be applied.

1. An approval of the application by the Board of Water Commissioners or their duly authorized representatives shall constitute a contract between the Water Department and the applicant, obligating the applicant to pay the Water Department its established rates and charges and to comply fully with these Rules and Regulations.

2. The Water Department reserves the right to assign the size and location for the water service.

3. Applications will be approved subject to an existing main in an accepted roadway, right-of-way or easement abutting the premises to be serviced, but approval shall in no way obligates the Water Department to extend its mains to service the premises or to cause increasing pressures or volume of water to said premises, except as may be hereinafter provided.

4. The rendering of service by the Water Department and the acceptance thereof by the customer shall be deemed a valid contract between the parties, their heirs, assigns or successors, including and subject to all the provisions of the Water Department's rates, rules and regulations applicable to that service, whether or not a

signed application is made by a customer and accepted by the Water Department.

5. Use of water is to be confined to the premises named in the contract. No customer shall supply another not entitled to the use of water, nor shall he use it for any purpose not mentioned in his application. No person shall obtain water service from any hydrant, or other fixture of the distribution system without previous consent of the Water Department.

6. A set fee of deposit shall be made with each application.

7. The Water Department superintendent shall investigate each application and make a recommendation to the Board of Water Commissioners is deemed necessary within fourteen (14) days of receipt thereof. The Board shall render their decision on each application within fourteen (14) days of receipt of each recommendation.

8. Upon completion of a water service installation or water main extension, any outstanding balance due and payable to the Water Department for services rendered shall be due and payable within 30 calendar days.

9. The Board of Water Commissioners reserves the right to delay a request for approval of any occupancy permit that may be required pending full payment on outstanding accounts.

E. Emergency Services. Emergencies may be reported after normal working hours and on weekends and holidays to the Southborough Police Department.

## II. WATER RATES

### A. General

Each customer shall be billed for water usage at the prescribed current rates in force at the time of billing.

1. Checks should be made payable to the Town of Southborough. Remittances in cash sent by mail are at the customers risk. If receipts are requested, a stamped self-addressed envelope shall be enclosed with each remittance.

2. A penalty fee shall be assessed for checks submitted and returned to the Tax Collectors for insufficient funds and for late payment of water bills. Such penalties shall be as established from time to time by the Board of Water Commissioners and Collectors Office.

3. The failure of the customer or his agent to receive notice of his water bill does not relieve him of the obligation of its payment nor from the consequences of its non-payment.

### B. Domestic Accounts

Water usage shall be billed quarterly.

1. Bill periods shall be as follows:

a. January

b. April



c. July

d. October

2. Payment is due within 30 calendar days of the date of mailing, however after 45 days all bills are subject to 10% penalty.

3. In the event that meters are stopped, frozen or otherwise damaged, or entry for reading purposes cannot be made, water usage shall be based on the prevailing minimum rate or may be averaged over previous billing periods at the discretion of the Water Department.

C. Commercial and Industrial Accounts

For commercial and industrial accounts, billings shall be made on a monthly basis.

1. All meters shall be read starting the tenth day of each month or the closest working day thereto.

2. Billings for metered service shall be sent out by the tenth day of the following month of the meter readings. Bills shall be paid within thirty (30) days of the date of billing.

3. Failure to make such payment shall subject the customer to the provisions for delinquent accounts.

D. Policy for Granting Abatements to Water Bills.

The policy of the Board of Water Commissioners in cases involving higher than usual water bills due to excessive use of water in a billing period is to grant an abatement as outlined below. The following conditions will be followed in granting an abatement.

1. The customer or his representative shall appear before the Board to request an abatement and explain the reasons for so doing.

2. An abatement will be granted in those cases where the excessive use of water was beyond the reasonable control of the user, such as a leak in property, buried pipes that are not visible to the eye.

The Board of Water Commissioners will decide if the excessive use was beyond reasonable control.

3. The Board of Water Commissioners reserves the right to inspect the customers premises to examine the cause of the excessive usage prior to granting an abatement.

4. Any abatement granted will be limited to the excessive use of a minimum of 100,000 cubic feet of water per a three month period.

5. The abatement will be calculated by determining the average use of water by the customer during the past 12 months and subtracting this average from the amount used during the period for which an abatement is requested. In no case will an amount less than an equivalent of 1000 cubic feet per three month period be subtracted from the amount in question. The value of the abatement will then be calculated by multiplying the resultant quantity by 0.8 and applying the water rate cost in force at the time the excessive use occurred.

The intent of this policy is to grant relief to customers who incur an excessively high water bill, due to

reasons beyond their reasonable control. It is further intended, that the water department must charge users of unexpected large quantities of water (as explained above) only that amount which covers the expense of providing such water. The anticipated income to the water department does not include periodic cases of unexpected high users by homeowners.

E. Delinquent Accounts

1. On any account found to be delinquent collection may be initiated by any of the following procedures.

a. Collection through small claims court or any other court having the appropriate jurisdiction.

b. Attachment of property by use of a lien.

2. A late fee will be added after 30 days on overdue accounts.

F. Transfer of Ownership

In the event of the transfer of ownership of dwellings or other structures served by the water system, the current owner or his authorized agent shall notify the Water Department of such sale or transfer and a final reading and bill will be issued by the Water Department.

1. Such notification shall include a request for an accounting of current usage, overdue balances and any liens or adjustments thereto.

2. The name(s) and addresses of the new owners or corporations whether individually or jointly owned shall be furnished upon notification for a final reading.

3. Failure by the seller to pay any outstanding balances due on account shall not affect the water departments right to recover such payments due by legal remedy. Any outstanding balance not paid at the time of sale or transfer shall be considered as a lien on the property and be subject to collection by the Town of Southborough in accordance with the applicable provision of MGL Chapter 40.

### III WATER SERVICE FEE'S

#### A. New Water Mains and Services

At the time of application for a water main extension or new or renewed service, a deposit at prescribed rates established by the Board of Water Commissioners for installation of varying types and sizes of such extensions or services shall be required to cover the cost of capital expenditures applicable to system expansion and maintenance thereof, which for the purposes of these Rules and Regulations shall be considered as a demand fee.

1. All costs for labor, equipment, tools and materials incurred by the Water Department shall be billed at the rates that may be established from time to time by the Board of Water Commissioners.

2. Copies of the latest charges for labor, equipment, tools and materials may be obtained upon request from the Water Department.

3. Water main or service installations larger than one-inch in diameter, shall be considered on a case by case basis, and applicants may be required to hire private contractors approved by the Water Department to perform this work. All such work and materials shall be subject to inspection and approval by the Superintendent or his authorized representative.

4. Payment for all work and materials furnished by the Water Department shall be made prior to commencing work.

**B. Temporary Services**

Application for temporary services for construction purposes or agricultural use shall be considered on a case by case basis by the Water Department. In general, a demand fee payment will not be required, however, all required work and materials will be billed as specified, hereinbefore. Water usage shall be metered and billed at prevailing rates.

**C. Private Fire Systems**

All water supplied through fire service piping systems, may at the discretion of the Water Department be metered and special measuring or detection devices shall be furnished, installed and maintained by the user.

1. Meters shall be of the compound or turbine type as required to supply required domestic and/or fire flows to the structure to be serviced.

2. Applications for fire service lines shall be accompanied by detailed drawings, flow calculations, Insurance Service Office (ISO) requirement data, projected

consumption data, etc., prepared by an Engineer registered in the Commonwealth of Massachusetts.

3. Systems shall be so designed, installed and maintained so as not to create hydraulic problems within the existing distribution system.

D. Swimming Pools

Any customer or contractor submitting a request to fill a swimming pool shall apply in writing to the Water Department.

1. For new installations, the applicant or contractors shall furnish a copy of an approved building permit issued by the Town of Southborough.

2. The name and address of the applicant and approximate gallonage required shall be furnished.

3. The Water Department shall be held harmless for any damage caused to private property due to filling new or refilling of existing swimming pools, nor shall it be responsible for the quality of water supplied for such purpose. The rate of filling shall be based on distribution system conditions at the requested time of filling and the Water Department reserves the right to postpone the filling operation as it deems necessary based on system conditions or during periods of heavy use.

4. All applications for filling swimming pools will be denied during the enforcement period of a water ban.

5. A service charge shall be assessed by the Water Department for services that may be rendered at a rate as

established by the Board of Water Commissioners. Water usage shall be billed at prevailing rates.

#### IV. METER INSTALLATION TESTING AND REPAIR

##### A. General

Meters shall be required for all domestic, commercial and industrial services and the Water Department will determine appropriate sizes and types of meters to be installed.

1. The Water Department shall furnish, install and maintain water meters up to 3/4-inch in size at prescribed rates as established by the Board of Water Commissioners, subject to the conditions noted hereinafter.

2. Meters over 3/4-inch in size shall be purchased by the applicant and shall only be installed by licensed plumbers and in accordance with the requirements of and under the direct supervision of the Water Department. Meters so purchased shall conform to the requirements of the Water Department and be furnished with all necessary accessory items to complete the installation, and shall be installed in such manner so as to protect the meter from damage and to facilitate removal, replacement and reinstallation.

##### B. Location

All meters shall be set, as nearly as possible, at the point of entrance of the service pipe to the building and the customer shall provide and maintain a clean, dry, warm and accessible place therefore. Meters once set may be changed in location at the request of the customer, at his expense,

and work may be done only by an agent of the Water Department or by a contractor approved by the Water Department.

When and if the customer fails or neglects to furnish a suitable location for a meter inside the building, or where for other reasons it is necessary or expedient to locate the meter in an underground box or vault, the customer shall bear the expense of same.

C. Access

All meters shall become subject to control by the Water Department upon satisfactory installation and testing. The officers or agents of the Water Department shall have free access to all premises supplied with water. At reasonable hours, to permit the inspection of plumbing and fixtures, remove or read meters, to ascertain the amount of water used and the manner of use, and to enforce the intent of these Rules and Regulations.

D. Testing

For meters 3/4-inch and larger, accuracy tests shall be conducted in accordance with the schedule shown under Paragraph 9, or as may be otherwise required by the Water Department if the accuracy of readings is questionable. Field tests shall be conducted in the presence of the Superintendent or his authorized representative and if the field test show inaccurate readings, the meter shall be removed for repairs. The customer shall make arrangements for the removal and repair of any defective or non-registering meter within fifteen (15) days after



receiving notice from the Water Department and shall advise the Water Department of the date that the meter is to be removed from service so that a reading may be obtained. Certified copies of factory tests before and after repairs are made shall be submitted to the Water Department. All expenses covering, field testing, removal, transporting, repairs and re-installation shall be borne by the customer.

1. Tests to determine the accuracy of each meter will be made in accordance with the following schedule or as often as the Water Department may deem necessary. For services up to 5/8-inch in size, meter repairs or replacements necessitated by ordinary wear will be made by the Water Department.

2. Meter Size

	5/8"	3/4"	1"	1 1/4"	2"	3"	4"	6" & over
Interval between tests (years)	10	10	4	4	4	2	1	1

3. A customer may at any time question the accuracy of the meter on his service in accordance with the provisions of Chapter 40, Section 39I shall be tested only after the Water Department receives the request in writing.

4. If the testing of a meter as hereinbefore provided shows that it fails to register correctly within two percent, the charge to the customer shall be adjusted accordingly as the registration varies from 100 percent. Such adjustment shall apply to the current period only, unless it is apparent to the Water Department that a previous

period's consumption has also been affected by the same error.

E. Maintenance

If a water meter is damaged by freezing, hot water or other fault of the customer, all removal, repair and/or replacement charges will be billed to the customer.

F. Non-Registering

If a meter does not register during a billing period due to mechanical failure, or has been removed for repair or testing, the bill will be based on the average daily rate of consumption following the meters replacement. If the meter is not installed during the billing period the bill will be based on the average daily rate of consumption over the previous year.

G. Tampering

If a water meter is tampered with or defaced in order to prevent the proper registration of the water consumed, the customer will be prosecuted to the full extent of the law.

Penalties may be assessed customers to the extent as provided by laws. If the customer fails to remove any violation or comply with any written order of the Water Department immediately water service may be restricted or shutoff.

A list of violation fees may be obtained from the Water Department.

V. SERVICES

A. General

All services shall be installed in accordance with these Rules and Regulations.

1. On new installations or renewals of existing service pipes, only one customer will be supplied through one service pipe. Where more than one customer is now supplied through one service pipe and under the control of one curb shut-off, any violation of the Rules and Regulations of the Water Department by either or any of the customers so supplied shall be deemed a violation by all and the Water Department may take action as could be taken against a single customer. Such action shall not be taken until the customer who is not in violation of the Water Department Rules and Regulations has been given a reasonable opportunity to attach his pipe to a separately controlled service connection.

2. In the event that the Department proposes to restricted or shut off service to a customer involving a landlord-residential tenant account, the Water Department will first notify the Board of Health. Such notice shall only be given if no payment arrangement can be made with the landlord before service is restricted or shut off.

Thereafter, the Board of Water Commissioners after consulting with the Board of Health, shall have the discretion to direct the manner in which the the restriction or shut off shall be accomplished, such as, but not limited to, a requirement that as many residential tenants as may reasonably be possible be notified of the action which may affect them.

3. The operation of curb stops or gate valves on of any water service or water main extension is forbidden by anyone other than the Water Department.

4. In the event the customer requests water to be turned on or off, the Water Department will not be responsible for any damages occurring due to such action requested.

**B. Ownership**

All water service pipes located between the water main and the curb stop shall be maintained by the Water Department. Water services located between the curb stop and the water meter shall be maintained by the customer/owner. Water service leaks between the curb stop and the meter may result in water shut-off until the leak is repaired.

1. All customers are urged to maintain the plumbing and fixtures within their own premises in good repair. They shall be required to make any repairs necessary to conserve water.

2. Customers are urged to install water conservation devices.

**C. Materials**

All materials used for water service or water main extensions shall be as approved by the Water Department.

**D. Installation**

All water services and water mains shall be installed to a minimum depth of cover of four and one half (4½) feet.

1. Installation Period. The Water Department will not allow any service lines or water mains to be installed between November 1 and April 15, except by special

arrangement, or in the case of an emergency, in which case the customer shall pay for the excess over normal costs.

2. Approval. Work done by private contractors shall be performed in a manner satisfactory to the Water Department. If any defects in workmanship or materials are found, or if the customer's service has not been installed in accordance with the Water Department requirements, the water service will either not be turned on or will be disconnected if such defects are not corrected. All services or water main extensions shall be flushed, pressure tested and disinfected as required before acceptance by the Water Department. Any new additions or private additions shall be approved by the Water Department Superintendent. No customer shall install any additions or alter any service pipe(s) for any purpose not mentioned in the customer's application without first giving written notice to the Water Department and obtaining its approval.

3. Joint use of Service Trench. Service pipes will not be placed in the same trench with gas pipes, electric conduits, sewers, or other utilities.

4. Cross-Connections. No cross connection between the public water system and any nonpotable supply will be allowed unless protected by a system specifically designed for this purpose, and such connection is approved by the Water Department and by the Massachusetts Department of Environmental Quality Engineering. No connection capable of causing back-flow between the public water supply system and

any plumbing fixture, device, or appliance or between any waste outlet of pipe having direct connection to waste drains will be permitted. If the Water Department discovers such a connection, service will be discontinued immediately.

a. All customer services shall be protected with devices comensurate with the degree of potential hazard. All such devices shall be located at the service entrance and all water consumption within the premises shall pass through the protective device.

5. Backflow Prevention Devices. An approved backflow prevention device may be required on commercial and industrial enterprises using municipal water. The device shall be purchased and maintained by the customer. The device shall be inspected by the Water Department or by the state every six (6) months. The cost of said inspection will be billed to the customer as applicable.

6. Electrical and Telephone Grounds. No user of the municipal water system shall install an electrical or telephone ground of any sort to the water service or to their own plumbing.

7. Tapping Existing Water Mains. All taps in existing water mains shall be made by or under the supervision of the Water Department.

8. Operation of Valves and Hydrants. Operation of gate valves, curb stops and hydrants shall only be done by Water Department personnel.

E. Frozen Water Mains and Services. In those cases where customer-owned service pipes or mains are frozen, and it is determined that the main or service is not properly installed, the thawing may be done by the Water Department at the expense of the customer.

1. To avoid a re-occurrence, the Water Department may order an examination of the customer's service pipe. If the service is not at a minimum depth of four and one half feet, as required, the Water Department reserves the right to require it to be lowered before service is resumed.

2. Where mains or services are at the proper depth, all costs for thawing shall be borne by the Water Department.

F. Private Wells

All customers with private wells shall notify the Water Department of the number, size, depth, location of the wells and quantity used from these private sources.

1. No pipes or fixtures connected to the distribution water mains shall be connected to the private source. See section V D.4 and 5.

H. Insurance, Bonds and Permits

Insurance requirements for work done by private contractors in accepted town roads, rights-of-way and easements shall be as required by the Board of Selectmen, in addition road maintenance bonds may be required. All road opening permits shall be obtained through the Superintendent of the Southborough Highway Department or through the

Massachusetts Department of Public Works as applicable and copies furnished to the Water Department as required.

VI WATER MAIN EXTENSIONS

A. General

Extension of a water main to any residential, commercial or industrial development or to any subdivision thereof, in easements or ways established therein not formally accepted by the Town of Southborough as public ways and for water main extensions in accepted public ways shall be made only in accordance with the following terms and conditions.

1. The applicant for such extension(s) shall submit three copies of preliminary plans and a detailed utility impact study where required to the Board of Water Commissioners at least fourteen (14) days (Saturdays, Sundays and holidays excluded) prior to submission of preliminary plans to the Planning Board and prior to requesting a meeting with the Board to discuss availability of water and design concepts.

2. Preliminary plans shall contain thereon the area to be serviced, which shall include all proposed and existing streets, ways, easements, existing utilities and topographical features. Water mains shall be shown extending to the furthest point of property and shall terminate with a main line gate valve and hydrant assembly as required by the Water Department. Plan size shall be 24-inches by 36-inches and shall be drawn to a scale of 40 feet to 1-inch. One mylar and two prints of each plan shall be submitted. Each



plan shall be stamped by a professional engineer registered in the Commonwealth.

3. Detailed utility impact studies shall include but not be limited to the following:

a. Anticipated fire flows, pressure ranges and other pertinent data within the sub-division or complex.

b. Potential or anticipated impact on the existing water distribution system.

4. Upon receipt of the application and required data, the Board of Water Commissioners will review the data submitted and advise the application in writing within twenty (20) days (Saturdays, Sundays and holidays excluded), of its findings and recommendations, unless such time is extended by mutual agreement.

5. The Board of Water Commissioners or its authorized representative shall layout the location of water mains, valves, hydrants, etc., or may at its discretion require that a detailed review and analysis of the submitted material be made by its consulting engineer(s). Any and all costs for such review and analysis shall be made at the applicants expense. The Board will obtain an estimate of cost from its consulting engineer(s) and advise the applicant in writing within seven (7) days after receipt of the application (Saturday, Sunday and holidays excluded) of such costs and time required for the review. Payment for all costs relative to preliminary and final review of submittals shall be made by the applicant and shall be made directly to

Departments consulting engineer. No approval of final plans will be made or connections to the Town's water system authorized until such time as all payments for outside services have been made.

6. Certified copies of such right of ways, easements or other instruments that may be required or as may be necessary for the purpose of making and recording such installation(s) shall be submitted as required.

7. Upon submission and subsequent approval of definite plans by appropriate boards, commissions and agencies, the applicant shall cause to be executed an agreement between the Board of Water Commissioners on behalf of the Town of Southborough and himself indicating that title to new water mains in accepted Town roads, rights of way and easements shall be granted to the Town after the installation is completed and only after a one year guaranty period has expired from date of completion. A bond in an amount prescribed by the Board of Water Commissioners shall be required on behalf of the Town subject to conditions deemed in the best interest of the Town. This bond shall apply only to the water main(s) and appurtenant items in residential, commercial or industrial sub-divisions and not to pavement replacement and other restoration work which shall be subject to the control of the Highway Superintendent and Board of Selectmen.

8. Water mains and appurtenant items installed in residential, commercial and industrial complexes or

sub-divisions thereof shall remain the property of and responsibility of the applicant until such time as the roadways, right of way and easements therein are formally accepted by Town Meeting action.

9. In the event of an emergency, repairs to water mains and appurtenances will be made by the Water Department. Applicants or Contractors performing each week will be billed for all costs incurred by the Department and shall pay all such charges within thirty (30) days of receipt of the billing. If payment is not received within thirty (30) days, the Board of Water Commissioners shall institute action through the Collectors Office against the applicants or its bonding company to recover its costs. In non emergency situations, applicants will be given a maximum of seven (7) days to effect necessary repairs before action is taken by the Water Department.

B. Special Conditions in General

1. Statutory Requirements. The Contractor shall keep himself fully informed of all existing and future State and Federal Laws and municipal ordinances and regulations that may affect in any manner those engaged or employed in the work, or the materials used or employed in the work, and of all such orders and decrees of bodies or tribunals having any jurisdiction or authority over the same and of all provisions required by law applicable to the project, all of which provisions are hereby incorporated by reference and made a part thereof. He shall at all times himself observe

and comply with, and shall cause all his agents and employees to observe and comply with all such existing and future laws, ordinances, regulations, orders, and decrees; and shall protect and indemnify, orders, and decrees; and shall protect and indemnify hold harmless and defend the Town of Southborough, Massachusetts and all of its and their officers, agents, and servants against any claim or liability arising from or based on the violation of any such law, ordinance, regulations, order or decree, whether by himself or his employees or subcontractors.

All materials furnished and work done are to comply with all State, Federal and local laws and regulations.

2. Severability. The provision of the Standard Specifications for installing water mains and appurtenances and the Rules and Regulations of the Town of Southborough Water Department as adopted by the Board of Water Commissioners on 1986 are declared to be severable and if any provision thereof are held invalid they shall not affect the other provision thereof of either document which shall remain in effect. The Board of Water Commissioners reserves the right to make such changes in these Standard Specifications and the Rules and Regulations of the Water Department from time to time as it deems to be in the best interest of the Town.

3. Applicability. The attached Standard Specification shall apply to all water main extensions in Town roads, rights of way, easements and residential,

commercial and industrial sub-divisions and complexes within the corporate limits of the Town of Southborough as approved by the appropriate governmental regulatory agencies, boards or commissions.

4. Approvals. No work shall commence until such time as all required approvals by Local, State and Federal agencies have been made and sanctioned.

5. Permits. It shall be the Contractors responsibility to obtain all necessary permits that may be required for work on private and/or public property.

6. Bonds and Insurance. Road maintenance bonds in an amount prescribed by the Board of Selectmen shall be required for work in all Town roads and shall remain in effect for a period of one year after final acceptance of the work.

The contractor shall furnish proof of insurability to the Town of Southborough in the manner, amount and extent of coverage as required by the Board of Selectmen.

7. Guaranty. All work and materials shall be guaranteed for a period of one year from the date of acceptance by the Town of Southborough as noted under VI-A-7.

C. Special Requirements

1. Specifications. All work and materials shall conform to the specifications attached hereto. The Contractor shall provide all labor, equipment, tools and materials necessary to construct the work in accordance with these specifications.

2. Standardization of Materials. The Water Department has standardized on certain water works materials and the Contractor shall furnish all such materials without prejudice to their proprietary status.

3. Project Scope. Based on the scope of the project, the Water Department may require full time observation of work with its own forces or by outside consultants. All costs relative to observation shall be borne by the applicant.

## VII PRIVATE FIRE PROTECTION SYSTEM

### A. General

An application for private fire service shall be accompanied by a plan of the proposed piping system together with a statement telling for what other purposes, if any, the system is to be used.

1. All fire service pipes in an accepted roadway right-of-way or easement shall be furnished, laid and connected at the applicants expense, and all portions of such fire service pipes which lie within the limits of an accepted roadway, right-of-way or easement shall be and shall remain the property of the Water Department upon acceptance.

2. Where a standpipe, reservoir, pump or other equipment is used, it shall be constructed so as to shield and protect the water system from all possible contamination and damage and shall be approved by the Water Department.

3. In construction of standpipes, reservoirs, pumps, etc., provisions shall be made for means of easy

access to their interiors by the agents of the Water Department for the purpose of inspection and maintenance as required by the Water Department. Where applicable a draw-off pipe shall be fitted for the purpose of drawing off water for inspection. Such draw-off pipe shall not be connected with a sewer, drain, or outlet in anyway that would permit pollution of the public water supply.

B. Metering

All fire services metered shall conform to the provisions of Section IV.

1. The customer may purchase and install a fire line compound meter and bypass piping as may be required by the Water Department; it shall be of a type approved by the Department and the National Board of Fire Underwriters.

2. The owner may be required to purchase and install a detector check valve with meters and by-pass piping; it shall be of a type approved by the Water Department and the National Board of Fire Underwriters; the Water Department reserves the right at any time to require the owner to install a fire line compound meter as described in the preceding paragraph.

C. Availability of Water

The Water Department does not guaranty that it can furnish proper quantities of water through any fire service nor does it undertake to guarantee anything relative to that service.

D. Flow Tests

Private fire service and fire apparatus connected therewith may be tested by the owners or by insurance inspectors under the following conditions:

1. Notice shall be given at the Water Department Office at least 48 hours in advance of any test and the date and hour agreed upon by the Water Department Superintendent or his authorized agent.
2. The tests shall be conducted in the presence of a Water Department agent.
3. All costs for Water Department personnel and equipment work shall be paid for by the customer.

VIII PUBLIC RESPONSIBILITY

A. General

Customers are not only responsible for the maintenance of certain water service connections and household plumbing systems, but also for their impact on the entire water distribution system.

1. No person(s) shall at any time, operate a fire hydrant or gate valve even if said hydrant or gate valve is privately owned.
2. Hydrants or valves can only be operated:
  - a. By the Water Department or its authorized agents thereof.
  - b. By fire fighters conducting training exercises or at a working fire or other emergency.



3. In the event the customer request water to be turned on or off, the Water Department will not be responsible for any damages occuring due to such action requested.

B. Damage to Water Department Property

Damage or vandalism to Water Department property should be reported immediately to the Water Department. Offenders will be prosecuted to the full extent of the law, and may be charged the entire cost of restoring the facility or structure to proper operating condition or for its replacement.

C. Waste and Leaks

Customers shall take all necessary measures to prevent waste of water. The Board of Water Commissioners shall determine what constitutes waste or improper use and will restrict the same when necessary.

D. Fluctuation of Pressure

No customer shall install or use water consumption apparatus which will affect the pressure or operating conditions of the distribution system, and which will so as to interfere with the service of another customer.

1. Where a customer has or proposes to install apparatus which requires water in sudden or excessive quantities, impairing pressure to the detriment, damage to the distribution system or cause disadvantage to other customers, the Water Department reserves the right to require such customer to install devices or apparatus which will

confine such fluctuation of demand or reduction of pressure to reasonable limits as determined by the Water Department.

2. If a customer, after receiving written notice from the Water Department fails to present an acceptable remedial plan to confine fluctuation of demand or reduction of pressure within the limits set by the Water Department, that customer's water service will be restricted or discontinued.

#### IX. OPERATION OF WATER DEPARTMENT

##### A. General

The Water Department will attempt to provide adequate volume and pressure of water at all times however, this cannot be guaranteed due to events beyond their control and normal operation requirements.

##### B. Flushing

A scheduled program for flushing mains shall be established by the Water Department. Notice of times and locations of planned flushing measures will be published in a newspaper of general circulation at least two (2) days prior to the date(s) of flushing.

##### C. Drought or Emergency

The Water Department reserves the right, in periods of drought or emergency or when deemed essential to the protection of public health, safety and welfare, to restrict, curtail or prohibit the use of water for secondary purposes, such as sprinkling of lawns, car washing, air conditioning,

or filling swimming pools and shall have the right to fix hours and periods when water may be used for such purposes.

D. Turning Water On or Off

A forty-eight hours (48) notice is required for turning on or shutting off water. The requested service will be provided as soon as possible after notification.

1. Emergency shut-offs at the customer's request will be attended to as soon as possible at any time.

2. Turn-offs in the event of any type of disaster or unattended home where a leak is discovered may be carried out without notifying the customer.

E. Interrupted or Unsatisfactory Service

The Water Department will not be responsible for any damages caused by shutoffs in the main or service pipes because of shortage of supply or for repairs, extensions, or connection, or for any other reason beyond the control of the Water Department. Notice of shutoff will be given when practicable, but nothing in these Rules and Regulations shall be construed as requiring the giving of such notice.

1. The Water Department will not be responsible for damages caused by discolored water, which may be caused by flushing of pipes, reservoirs, or standpipes, or the opening or closing of any valves or hydrants considered necessary or customary for system operation and maintenance or in emergency situations.

2. Acceptance of service by the customer shall be on the express condition that the Water Department shall not

be liable for any damages caused by bursting of pipes, collapse or leakage of customer's equipment, nor for any leakage from any pipes, fixtures, or other appliances wherever located between the main pipe and the point of leakage for any cause whatsoever.

3. The Water Department shall not be liable for damages to fences, walls, shrubs, walks, lawns or any other portion of the customer's premises occasioned by work or installation.

4. The Water Department in no way guarantees the quantity of water or water pressure or the quality of the water, but will endeavor to render the best possible service at all times.

F. Restriction or Discontinuance of Service

Any service may be restricted or discontinued for any of the following reasons:

1. An illegal service connection.
2. A cross connection to any other water supply.
3. Tampering with service connections and/or meters.
4. Denial of access to a representative of the Water Department for the purpose of:
  - a. Reading meters.
  - b. Checking and/or repairing meters or services.
  - c. Checking water connections, appliance and/or fixtures.

5. Non-compliance with request to curtail the use of water under special conditions as determined by the Water Department.
6. A faulty backflow prevention device.
7. Use of water for other than described in the application.
8. Willfull waste of water.

The provisions of these Rules and Regulations are declared to be severable and if any provision hereof is held invalid, that shall not effect the other provisions hereof which shall remain in effect.

TOWN OF SOUTHBOROUGH, MASSACHUSETTS  
Water Department Rules and Regulations

Approved January 27, 1987

By

Michael J. Sullivan  
Michael J. Sullivan

Board of Water Commissioners  
Town of Southborough, Massachusetts

Approved as to Form

Town Counsel

Jan. 23 & 7  
Date

Revised via Select Board vote on 06/18/2024.