

WEST WARREN WATER DISTRICT

WEST WARREN, MASSACHUSETTS

**MDPU Schedule NO.
Effective Date: July 1, 2022**

RULES AND REGULATIONS

GOVERNING THE USE OF WATER

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DEFINITION OF "UNIT"

1. For purposes of this schedule the term "unit" shall include:
 - a.) A "family unit" which shall mean a living quarter provided with a kitchen or kitchenette and a toilet facility.
 - b.) A "business unit" which shall mean a store, office, service station or other business premises provided with or having access to a sink, faucet, toilet facility or other fixture through which water is consumed; and
 - c.) An "industrial unit" which shall mean a plant or factory or any portion thereof which is under the control of a single company, firm or proprietor, and which is provided with or has access to a sink, faucet, toilet facility or other fixture through which water is consumed.

DEFINITION OF "CONSUMED"

2. All water passing through a meter will be deemed to have been "consumed" and will be charged for by the District, whether such water is used or wasted.

MULTIPLE UNIT

3. The District reserves the right to provide a single meter on premises containing multiple units. In such cases the owner of the premises shall be primarily liable for the charges, made under this schedule, and the minimum quarterly charge shall be determined by multiplying the number of units contained in such premises by the current unit rate. Payment of such minimum charge shall entitle the occupants of such premises to consume without additional charge during the quarter to which such minimum charge is applicable, a quantity of water to be determined by multiplying the number of units contained in such premises by 500 cubic feet. A charge shall be made for all water consumed on such premises during such quarter in excess of such quantity at the current rate.

CHARGES DETERMINED QUARTERLY

4. Charges for each quarter shall be determined separately, and no credit shall be allowed for under-usage of water.

APPLICABILITY OF CHARGES

5. A unit will be deemed to have consumed water provided by the District in any quarter during any part of which any sink, faucet, toilet facility or other fixture for the consumption of water contained in such unit is connected, either directly or indirectly, to the mains of the District, regardless of whether any water is actually consumed through such facility during such quarter.

An owner desiring to disconnect all of the facilities in a particular unit from the mains of the District shall notify the District in writing of the manner in which and the date on which such disconnection is to be or has been accomplished. For purposes of this paragraph the facilities in such unit shall be deemed to remain connected to the mains of the District until; (1) an effective physical disconnection has been actually accomplished and verified by the WWWD Superintendent; and (2) such notice has been received by the District.

BILLING

6. Water bills shall be rendered quarterly as of the first day of the month succeeding the quarterly period for which the charge contained in such bill is made. All bills will be paid in full upon receipt. Late fees will be charged if payment is not made in full. However, if you are experiencing financial difficulties and are unable to pay your bills when due, a reasonable payment plan over a minimum of four months on the old balance will be offered while you continue to pay your new bills as rendered. **Water Service may be shut off if account is more than one quarter past due, \$150.00 or more is past due, and no payment has been made on payment plan in over 30 days.** In

the event that water is shut off for non-payment; a service charge will be made before water is turned on. Once water service has been shut off, payment must be made in full, including the service charge for service turn on. No payment plan will be offered once water service has been turned off.

SPECIAL PROTECTIONS AGAINST SHUT OFF

Special protections ensure that your account will be protected from termination in the following situations:

A. Winter protection

Between November 15 and April 15, if you certify to the District that you have a financial hardship, your utility will not be shut off.

B. Serious Illness

If you or a member of your household has a serious illness, and you can certify that you have a financial hardship. You shall be required to provide a letter from a physician verifying the name and address of the patient with a diagnosis, and then your utility will not be turned off. The letter must be submitted to the District within 7 days of the claim of illness. If the illness is of a chronic nature, the letter must be renewed annually.

C. Infant

If a child less than 12 months of age resides in your household, and you certify that you have a financial hardship, your utility will not be shut off. You must provide the District with a copy of the baby's birth certificate within 7 days of your claim of protection.

D. Elderly

If you and all members of your household are 65 years of age or older, regardless of whether you are experiencing financial hardship, the District will not shut your utility off without the written consent of the DPU. However, the District can ask you to fill out a form to verify the ages of all household members.

APPLICATION FOR SERVICES

9. Application for water service must be made in writing, and must be signed by the owner of the premises to be supplied, or by his duly authorized agent. The application shall state the number of units contained in such premises, and the uses for which the service is desired in each unit. An owner, or other person in control of premises, shall not increase the number of units in such premises, without filing a new application for water service with the District.

APPROVAL OF PIPES, ETC

10. Water will be supplied only to pipes, fixtures and meters that have been set up and completed or examined and tested by agents of the District, and which have been fully enumerated and described to the said agents and approved by them.

SETTING, REMOVAL AND REPAIRS, ETC OF METERS

11. No person, except an employee of the District, will be allowed to set, remove or repair meters or to tap any water main or connect any service pipe therewith, nor shall any person turn on or shut off the water from any pipe or main. No person not authorized or licensed by the District shall make any changes or do any plumbing in connection with the works. The right is reserved to decline to turn on water where the plumbing is not satisfactory to the agents of the District, or where the pipes are exposed to frost.

ALTERATION OF PIPES, ETC

12. No alteration in any water pipe or water fixture whereby the consumption of water is increased shall be made without giving notice to and obtaining a permit from the District in writing. No plumber or other person shall make alterations in or additions to any water pipe or fixture aforesaid unless the owner or agent shows a permit therefore signed by the District and then only to the extent stated therein.

MOVING

13.
Notify the superintendent at least 5 days before moving. If we are unable to gain access to the meter before your move, you may be responsible for any service provided until service is disconnected.

SERVICE CONNECTIONS

14.
The owner shall be responsible and bear all costs associated with maintaining the service line from the property shut off, generally located at the property line, to the meter. The District assumes no liability for conditions which exist in the consumer's pipes and cause trouble coincidental to or following the repairs or maintenance of any main pipe, service pipe, meter or other appliance belonging to the District.

NEW CONNECTION

15.
A property owner may submit an application for connection to District lines. If advisable, the District will lay service pipe to the curbstone or where there is not, to within four feet of line of street; all expense inside of it shall be borne by the owner or taker supplied, as well as any damage that may occur within said lines; including frozen lines. A connection fee will be charged for all District connections. In addition, the owner is responsible for all contractor fees.

LEAKS

16.
Service line owners must take significant action to fix any leak in their lines within 14 days. This includes hiring a contractor and calling the Water Superintendent with such information. Any leaks must be repaired within 21 days. Failure to follow either regulation will result in termination of water system service. Any action to be taken is at the discretion of the Water Superintendent.

EMPTY BUILDING

17.
Water can be shut off to any building that will be unoccupied for a period of time. Future billing will be discontinued until water is turned on. Contact the Superintendent at 436-5692, Treasurer, 436-5890.

PIPING IN CUSTOMER PREMISES

18.
All owners or persons taking water must keep the service pipes within the owned or occupied premises in good order and well protected from frost. They must provide a stopcock "faucet" to be properly located inside the building owned or occupied by them and so arranged that the water can be drawn from the pipes in case of danger of frost.

WASTE

19.
All persons taking water shall prevent all unnecessary waste; and water shall not be left running. The agents of the District shall from time to time ascertain the quantity of water used the manner of its use and whether there is any unnecessary waste. They may at all reasonable times enter the premises of any owner or taker for the purpose of examining the water pipes, fixtures or meters, or for the purposes of determining the number of units located within the premises.

FURNISHING WATER TO OTHERS PROHIBITED

20.

No owner or taker shall furnish water to other person or families, without the consent of the District and any person so violating this rule will be charged the full annual rate for each offense.

PERSONS LIABLE FOR WATER RENTS

21.

In all cases, the owner of the premises supplied may be held responsible for the water rent, but nothing herein, or in any arrangement between the taker and the owner shall relieve any taker from full responsibility for such water rent. In cases in which multiple units are contained within single premises, the District may, at its sole discretion, furnish water either through a single meter or to the entire premises, or through separate meters to the individual units. Service through multiple meters shall not relieve the owner of the premises for responsibility for the water rents, or through separate meters to the individual units. Service through multiple meters shall not relieve the owner of the premises for responsibility for the water rents.

METER REPAIRS

22.

All meter repairs will be made the by the District at its expense, except when damaged by frost or negligence of the consumer, in which case the cost of repairs must be borne by the owner of the property supplied by such meter. All water that passes through a meter will be charged for, whether used or wasted. If the meter gets out of order and fails to register, the consumer will be charged at the average daily consumption, as shown by the meter when in order. In no case, shall two separate buildings occupied by different persons be supplied through one meter.

SHUT OFF SERVICE FOR REPAIRS

23.

The District reserves the right at any time, without notice, to shut off water in any part of its mains, for making extensions, repairs, or other purposes, and all persons having boilers on their premises not supplied by tanks or cisterns but depending upon the pressure in the pipes to keep them supplied, are hereby cautioned against the danger of collapse. Risk of damage in all such cases rests exclusively on the taker.

SHUT OFF FOR NONPAYMENT

24.

If your service has been shut off due to nonpayment, call the Treasurer at 436-5890 when payment has been made in full. The Superintendent will then be notified so that service turn on can be scheduled.

SPACE FOR METERS

25.

The property owner shall provide the District with suitable space or spaces on his premises for the location of meters. Such locations shall be easily accessible for reading and servicing of the meters at all times. The property owner without the permission of the District shall not enclose meters, and any enclosure shall be to the Districts specifications.

BOOSTER PUMPS

26.

The District will supply 20 psi for all existing services as required by Massachusetts State Law. This will be done by installing a booster system in the low-pressure location. A check valve must also be part of the installation. The District has the right to refuse system tie-ins if the proposed location does not have said pressure. If a service connects to the system at a location below the minimum 20psi, then the owner will be responsible for the costs and installation of a booster pump system. Any booster pump installed must be approved by the District.

AMENDMENT OF RULES AND REGULATIONS

27.

These Rules and Regulations may be amended by a majority vote of the District at any annual meeting. A voter may be a property owner or renter of said property residing within the boundaries of the District. A District voter may vote on any annual meeting article.

SERVICE CHARGE

28.

When water has been shut off for the violation of any of these rules, or for the non-payment of rates, there will be a charge for turning off and turning on the same.

TESTING OF METERS

29.

The District will, upon the written request of a customer, test a meter for accuracy. If a meter is found to be inaccurate by more than two percent, no charge shall be made for such test and the customer's bill for the quarter in which such test is made and for the next proceeding quarter only shall be equitable adjusted to correct for such inaccuracy. If the meter is found to be correct, or to be inaccurate by no more than two percent, no adjustment shall be made and the customer requesting the test shall reimburse the District for the cost of the test and shall pay a service charge.

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