

**Ashland Water-and-Sewer Department Water Division
General Information**

TERRITORY

By virtue of statutory power and all other powers, the Board of Water – Sewer Commissioners, of the Ashland Water and Sewer Department; Water Division, 6 Collins Street, Ashland, New Hampshire 03217, updates the following rules and regulations for the conduct of business of the Ashland Water and Sewer Department; Water Division. All customers shall be bound thereby and further bound to take water only for the purposes stated in the application of the customer and in accordance with these rules and regulations. The territory served and to which this tariff applies is a section of the Town of Ashland, Grafton County.

1. **DEFINITIONS:**

“Department” shall mean Ashland Water and Sewer Department; Water Division.

“Commissioners” shall mean duly elected Commissioners of the Ashland Water and Sewer Department; Water Division.

“Person” shall include individuals, partnerships, firms, associations, or corporations or other entities now or hereafter supplied.

“Main Pipe” shall mean the supply pipe from which service connections are made to supply water to customers and shall include water main extensions.

“Service Pipe” shall mean the pipe running from the main supply pipe to the premises of the customer.

“Curb Stop” shall mean, the customer service line shut off at the limits of the public or private traveled way.

“House, dwelling unit(s), building(s)”, shall mean a tract of land with a building or buildings thereon.

**Terms and Conditions
METERED SERVICE**

The following terms and conditions are part of the regulations of the Department and the delivery of water service is conditional upon their acceptance. All or any part of their terms, conditions and rates may be changed or deleted and new terms, conditions or rates may be added at any time by the Commissioners, when in their opinion it would be in the best interest of the general public, the water customer or the department to do so.

1. **APPLICATION FOR SERVICE**

Applications for water service must be made in writing to the office of the Department on forms provided by the Department. An acceptance by the Department of the application shall

constitute a contract between the Department and the applicant; obligating the applicant(s) to pay the Department its established rates and charges and comply with rules and regulations.

The Department reserves the right to assign the proper service pipe size and the location of the water service, according to the 2012 IPC requirement currently in force.

Applications will be accepted subject to there being an existing main in a street or right-of-way abutting on the premises to be served, but in no way obligates the Department to extend its main to service the premises excepting as herewith provided.

2. INSTALLATION, OWNERSHIP & MAINTENANCE of SERVICE PIPE

Any person desiring a new water service connection will make application for the same at the Department Office and pay a connection charge prior to installation. All service pipes within the limits of the highway, up to and including the shut off (curb stop) will be installed by the customer at the customer expense under the supervision by the Department. Where ledge is encountered the customer will be charged the additional cost of removing same.

All service pipes, including the shut off, within the limits of the highway except seasonable surface, pipes shall be owned and maintained by the Department. From the limits of the highway to the building, the service pipe shall be installed, owned and maintained by the customer and must be of type K cooper material unless otherwise permitted by the Department. All service pipes, between the shut off and the supplied unit shall have a minimum cover of six (6) feet.

On new installations, if the customer prefers the Department to do the installation the Department will supply all parts necessary as required by the Water Supply and Pollution Control Commission Rule 314.01 as shown in Appendix A.

If the customer prefers to hire an installer, all valves and parts shall be of a make and type approved by the Department for this installation and the maintenance of this work shall be performed in a manner satisfactory to the Department. If any defects in workmanship or materials are found, or if the customers service has not been installed in accordance with the Department requirements, water service shall not be turned on or shall be discontinued if such defects are not remedied within a reasonable period of time.

3. TRANSFER OF WATER SERVICE

Whenever an owner sells or transfers property for which application for service has been granted, the owner shall promptly notify the Department in writing giving the name and address of the new owners which must forthwith make a new customer application for further service. Applications may be picked up at the Department Office. New Customers have no right to use the water at the premises until such a notice has been given and all outstanding bills, if any, of the prior owner are paid in full.

4. ALTERATIONS IN PIPES

No Customer shall install any additions or alterations of any service pipe or pipes for any purposes not mentioned in the customers application without first giving written notice to the Department and obtaining its approval.

5. TEMPORARY SERVICES

Applications of builders, contractors, real estate developers and others for temporary water service may be accepted and temporary water service will be supplied providing it does not interfere with use of water for general purposes in the opinion of the Department. The quantity of water taken for such purposes shall be determined either by meter or by estimate, and shall be paid in accordance with the rate schedule applicable to metered general purposes.

Customers requiring temporary water service shall reimburse the Department for all expenses in connection with providing the necessary temporary service connections.

Water service furnished to any housing not placed on a permanent foundation or to any trailer not placed on a permanent foundation shall be considered temporary service and the whole cost of furnishing service from the nearest available main shall be entirely at the expense of the customer.

6. SEASONAL SERVICE

Seasonal Service is one, which supplies premises for only a portion of the year. Surface pipes may be installed. Maintenance and Repair will be at the expense of the customer. Water furnished through surface pipes will be furnished only from May 1st to October 1st except when the Department may render services before and after these dates if deemed advisable.

7. WATER PROBLEMS

The Department shall not be required to install any service lines, or services connections between November 1st and April 15th, except by special arrangement, in which case, the customer shall pay for all costs as may be encountered by the Department.

The Department may order an examination of the customer's service pipe, at the customers expense and if the same is not of at least a minimum depth of six (6) feet, as required; the Department reserves the right to require it to be so located before services is resumed. The Department shall not be responsible for any frozen pipes.

8. JOINT USE OF PIPE TRENCH

No gas pipes, electric conduits, sewer or similar structures will be placed in water service trenches except under special conditions and only with prior approval by the Department.

9. MAINTENANCE OF PLUMBING

All customers shall maintain, at their expense, the plumbing fixtures on their own premises in good repair and protected from freezing. They shall make any repairs, which may be necessary to prevent leaks and damage.

10. CROSS CONNECTIONS

No cross connections between the public water supply system and any other supply will be allowed. In addition, no connection capable of causing back flow between the public water supply system and any plumbing fixture device or appliance, waste drains will be permitted. If the owner of such a connection fails to, refuses to break the connection within a time limit specified by the Department, service will be discontinued. For further regulations please see Cross Connection Regulations as outlined in Appendix B.

11. SAFEGUARDING DIRECT PRESSURE WATER DEVICES & SYSTEMS SUPPLIED BY AUTOMATIC FEED VALVES

All customers having direct pressure water devices, including not limited to hot water tanks or secondary systems supplied by automatic feed valves shall have installed and maintained in operating condition appropriate vacuum, temperature, and pressure relief valves or cutouts in the water system and/or secondary system of their appurtenances should it become necessary to shut off the water main or service or should a pressure failure occur for any other reason. Water service supplied to any customer not providing such protective devices will be strictly at the risk of the customer and the Department will not be liable for damage resulting from the lack or failure of such protective devices.

The Department shall make periodic inspections of any back flow devices. There will be a charge of not less than \$20.00 per inspection. Notification of an inspection shall be given prior to the inspection, of at least (2) days.

12. FLUCTUATION OF PRESSURE CUSTOMERS APPARATUS

No customer shall install or use water consumption apparatus which will affect the Department pressure of operating conditions so as to interfere with the service of another customer. Where a customer has or proposes to install apparatus which requires water in sudden quantities, impairing the pressure to the detriment, damage or disadvantage of other customers, the Department reserves the right to require such a customer to install devices or apparatus which will confine such fluctuation of demand or reduction of pressure within reasonable limits determined by the Department.

If the customer, after receiving written notice from the Department fails to prevent an acceptable remedial plan within a limit set by the Department, service will be discontinued per Revised Statutes Annotated (RSA) Chapter 38, Section 22 (1997).

13. BILLS PAYABLE

All water service minimum charges will be levied on a twelve month basis. This includes seasonal water service.

Bills for water service will be due and payable upon presentation of the bill. The failure of the customer or his agent to receive notice of his water bill does not relieve him from the obligation of its payment, nor from the consequences of its non-payment. All charges are due and payable

upon presentation of the bill and are past due thirty (30) days after the date of the bill and shall be subject to disconnection.

All water service where the bills are past due is subject to discontinuance under Rule No. 14 of this tariff.

14. DISCONTINUANCE OF SERVICE

Service may be discontinued by reason of non-payment of water bills or violation of any rule or regulation contained herein. Service, once discontinued, may not be reconnected until the cause of complaint resulting in discontinuance of service has been removed and until reconnection charges, plus arrearages if any, have been paid. Any bill not paid within thirty (30) days after due date shall be considered delinquent. Upon delinquency, a notice of shut off will be issued to be executed ten (10) days after issue. Service shall be discontinued without notice in case of fraudulent use or violation of this tariff. The reconnection fee during working hours, Seven to Three Thirty PM, (7AM-3:30 PM) is thirty dollars (\$30.00). After working hours the fee is Seventy Five Dollars (\$75.00).

A delinquent fine may be charged on each bill not paid by thirty (30) days after the billing date. All charges for water shall be a lien on the property (when appropriate) in accordance with the terms of the RSA 1997 Chapter 38 Section 22.

15. RESPONSIBILITY FOR WATER CHARGES

1. Water & Sewer bills shall remain in the property owner's name.
2. Bills cannot be sent in care of Tenants.

16. ACCESS OF PREMISES

The officers or agents of the Department shall have free access to all premises supplied with water, at all reasonable hours to permit the inspection of plumbing fixtures, to set, remove or read meters, to ascertain the amount of water used and manner of use, and to enforce this tariff. The customer agrees to indemnify and hold harmless the Department, its agents and employees, from any and all liability, claims, and cause of action arising out of any such entry or inspection.

17. DEPOSITS

When customer's credit is or becomes impaired, the Department may, when it deems necessary to guarantee payment of current bills, require a deposit. Such required deposit shall not exceed the amount of an estimated billing period provided, however, that a minimum deposit of \$75.00 may be required; such deposit to be refunded when the customer has reestablished credit to the satisfaction of the Department.

The Department shall have the right to apply any deposit in payment to any billing in arrears if such billing shall be unpaid for a period of thirty (30) days beyond the due date. Retention of

the deposit by the Department shall not constitute a waiver of its rights otherwise to enforce collection of payment in accordance with the terms and conditions hereof.

18. NO LIABILITY FOR INTERRUPTED OR UNSATISFACTORY SERVICE

If any reason of shortage of supply, or for the purpose of making repairs, extensions or connections, or for any other reason whatsoever, it becomes necessary in the opinion of the Department to shut off water in the mains, the Department shall have no liability, directly or indirectly for claims for damages arising out of or in any connected with such shut off. The Department shall not be required to refund any charges unless the interruption in service is in effect for a continuous period exceeding ten (10) days, in which case a proportional refund shall be paid. Notice of shutoff will be given when practical, but nothing in this rule shall be construed as requiring the giving of such notice.

The Department will not be responsible for damage occasioned by dirty water, which may be caused by cleaning pipes, reservoirs, or standpipes, or the opening of any gates or hydrants unless the damage is caused by the gross negligence of the Department.

19. RESTRICTION OF WATER USES

The Department reserves the right, in periods of drought or emergency or when deemed essential to the protection of the public health, safety and welfare to restrict, curtail or prohibit the use of water for secondary purposes, such as sprinkling, car washing, air conditioning, or filling swimming pools, and any other means to conserve water, and such have the right to fix the hours and periods when water may be used for purposes.

20. UNAUTHORIZED USE OF WATER

Use of water is confined to the premises named in the contract. No customer shall supply another not entitled to the use of water, assign or otherwise dispose of water or any part thereof without the written consent of the Department. No person shall obtain water service from any hydrant, fountain, or other fixture of the Department without previous consent of the Department.

No person shall take or use water contrary to the published terms and conditions of the Department or take or use water illegally or in such a way as to evade the schedule rates or meter charges.

21. METERS

- A. The size of the meter will, in all case, be determined by the Department.
- B. The Department shall be responsible for the replacement of meters when in their judgment, it is deemed necessary; the customer shall be responsible for all costs in the event the customer caused damage to the meter.
- C. The Department may install meters inside whenever deemed expedient.
- D. **Meter Location:** All meters shall be located as close as possible inside, to the point of entrance of the service pipe into the building, and the customer shall provide and maintain a clean, dry, warm and accessible place thereof. There will be a connection fee

levied on all new services. Meters once located may be changed at the request of the customer, only at their expense upon prior approval by the Department.

- E. **Meter Boxes:** When the customer fails or neglects to furnish a suitable location for the meter inside their building, or where for other reasons it is necessary or expedient to locate the meter in a heated underground box or vault, the customer shall bear the expense of the same.
- F. **Repairs:** Meter repairs or replacements necessitated by ordinary wear will be paid for by the Department. Repairs caused by freezing, hot water, or by the fault of the customer will be charged to the customer.
- G. **Failure to Register:** If a meter fails to register, or if it is removed for the purposes of making repairs, the Department will make a charge for the water used on an average of the amount registered over similar periods preceding or subsequent thereto.
- H. **Testing:** Meters will be carefully tested before installation. Thereafter, meters will be tested free of charge at the request of the customer provided such request is not made more frequently than every twelve (12) months. If the customer requests more than one (1) test a year on their water meter, the customer shall make a deposit to cover the cost of said test. If the meter registers within two (2) percent, plus or minus, it will be deemed correct, and the deposit will be retained by the Department. The customer may be present when the Department conducts the test on their meter, or if they desire an expert or other representative appointed by him, to observe the test. Any additional testing required by the customer shall be done at their expense. A written report, giving the result of such test, shall be made to the customer, if requested.

22. FIRE HYDRANTS

Hydrants may be used for the extinguishment of fire or training or for such other purposes as may be approved by the Department. Hydrants shall be opened only by the Department or a fireman of the Town of Ashland. Before any hydrant has been opened, the Department shall be notified at (603) 968-4002. Emergencies accepted.

23. NO TAMPERING WITH THE ASHLAND WATER DEPT. PROPERTY

All gates, valves, shutoffs, pipes, meters, hydrants and standpipes, which are the property of the Department are not to be opened or closed, or in any other way tampered with by any person other than an authorized agent of the Department. Such tampering shall result in a fine of one hundred dollars for the first act of tampering, and \$500.00 for each act of tampering thereafter, if done by the same person. RSA 485:31

24. PRIVATE FIRE PROTECTION

Customers desiring private fire protection should consult with the Department as to availability of mains, etc. Installation of the fire protection service shall be by approved installers and/or under direction of, and shall meet all State, Federal, Fire, and Water Departments standards. All charges therefore are payable by the customer.

No private fire connection will be made on a water main of less than six (6) inches in diameter and no private fire connection service itself shall be less than four (4) inches in diameter. No

private fire connection service is to be used for any purposes other than fire protection, this mean fire protection. When private fire protection for sprinkler systems, or any fire protection, is planned for any structure and the water lines are not of sufficient size to supply the proper water volume, then the applicant shall only connect to a line that will supply the proper amount of water supply.

No connection other than fire service connections will be allowed to be connected to the piping of the fire protection system. All sprinkler pipes and other private fire connection pipes shall be so placed as to be readily inspected. Charges for private fire protection service shall be at an annual rate by agreement with the Commissioners.

25. WATER MAIN EXTENSIONS

Extensions of the main pipe shall be made only upon written request to the Department and subject to the following rules and regulation of water main extension; but in no event shall the main pipe be extended except in roadways under the provisions of the laws of the Town of Ashland and/or State of New Hampshire, unless special circumstances exist and the Department approves said extension. Also see appendix A.

26. WORK ON PRIVATE PROPERTY

Any person who wishes to build or rebuild any walk or driveway or to do any other work which may in any way effect any property of the Department or in the amount of cover over any existing water main or service pipe, must first apply to the Department to pay for any additional costs to the Department as a result of such work.

27. DAMAGE TO OTHER PROPERTIES

Any person or persons causing any damage to any properties such as pumping stations, reservoirs, storage tanks, equipment or properties or any other nature shall be held liable and will be prosecuted to the full extent of the law. RSA 38:26 & RSA 485:31

28. TEMPORARY BUILDING

The Department shall not have obligation to make an investment to extend its water service to a house trailer or any establishment of temporary nature. If however, service is installed at the expense of the applicant to such trailer or establishment, and water service is taken for a period of one (1) year, it shall then be considered as permanent, and subject to this tariff. Winter shut off is included.

29. WATER SERVICE EXTENSION

The Department shall have the right to refuse to service private lines, when in the judgment of the Department such lines are detrimental to proper development of the water system. Water obtained from the storage tank is chlorinated and will be transmitted by gravity to the individual service pipe. Water can not be supplied to a new building with sill elevation of six hundred sixty five (665) feet above mean sea level as determined by the Department or in the opinion of the Department; such water service would be contrary to the public interest.

30. UPDATE

- A. This tariff shall be updated at a maximum of every five (5) years or whenever circumstances dictate the necessity as determined by the Commissioners.
- B. Effective Date. This tariff shall take effect on _____ 2014. Duly adopted this _____ day of _____, 2014, by the Water Commissioners of the Town of Ashland, New Hampshire, pursuant to RSA 38:26.

Ashland, New Hampshire
By the Water Commissioners

Appendix 1

WATER MAIN EXTENSIONS RULES

1. General Provisions
 - A. Agreement: An applicant or applicants for water main extensions under town streets (property) shall, prior to the start of construction, complete a contract agreement with the Department.
 - B. Ownership: All water main extensions made under these rules and regulations, privately installed, shall be owned and maintained and used by the customer or developer for a five (5) year period. After this five (5) year period the water main extension made under these rules and regulations shall be eligible for ownership and to be maintained by the Department, should the department decide it is in the best interest of the Town. (The Department shall have the right to make further extensions continuously and laterally at any time during the first five (5) year period, therefore without obligation to any customer or real estate developer who had participated in financing the main from which the new extension begins.) The actual construction shall be done by the developer under the supervision of the Ashland Water and Sewer Department Water Division. After the first five (5) years and the ownership is still private, the Department shall retain the right to make extensions continuously and/or laterly if it is in the best interest of the Town.
 - C. Public Authority: When an extension must comply with an ordinance, regulation, or specifications of a public authority, the estimated cost of said extensions shall be based upon the costs required to comply therewith.
 - D. Main Size: The Department shall specify the size and type of pipe to be installed. In the event the Department desires to install pipes for its future benefit, which are larger than required in the extension area, appropriated adjustments will be made. If it becomes necessary to expand or alter the existing system in order to supply abnormal demand requirements that were not foreseeable to the Department, these extra costs will be included with the cost of any new extension of, or modification to the system required to service the applicant's requirement.
 - E. Length of Extension: In arriving at the length of water main extension necessary to render service at any point, the distance from such point to the nearest existing water main shall be considered along lines of proper construction. The point of termination of the customer extensions shall be one pipe length further than the entrance pipe of the customers to be served. The Department will extend its main only in the highways, streets, and roads, which are laid out, in which grades have been established and which are dedicated to the public use, or in the opinion of the department it is in the best interest of the public.
 - F. Classification of Applicant: For purposes of these rules, a customer referred to hereafter shall be customer of permanent character, taking service at a permanent

establishment. A real estate developer shall include any individual, association or corporation that sells land and/or divides a parcel of land into two (2) or more portions.

- G. Extensions of Mains: Extensions of main pipes will not be installed during winter conditions or when frost is in the ground. In case of emergency the customer requiring such construction shall pay all such increased costs.
- H. All mains and extensions shall be at least class 52 concrete lined ductile iron pipe or PVC Pressure Pipe (Blue Brute)
- I. Should an applicant wish to install a pumping system to carry water above the 665 foot level above sea level to service a private development, they may, and the installation of all piping shall be maintained by the applicant as private property. If the applicant wishes to have the street way where the supply mains have been installed taken over by the town, then all work and piping shall be approved by the department. All work done under public ways by an applicant shall be inspected by the Department. All work done under public ways by an applicant shall be inspected by the department before the piping is covered. (Buried) Failure to comply to said inspection shall require the applicant to remove all said covering on all piping to make a proper inspection.

APPENDIX 2

GENERAL RULES

- A. The provisions of these Rules and Regulations are declared to be severable and if any provision hereof is held invalid; that shall not affect the other provisions hereto, which can be given effect.
- B. The size hose nozzle used for sprinkling lawns or gardens shall not be restricted for metered customers. When necessary to conserve supply, the Department may restrict or prohibit the use of both hose and sprinklers.
- C. Customers desiring that water service through an existing service connection be restored following discontinuance of service for any reason, shall apply to the Department in writing and accompany each request with a turn on charge fee.
- D. Acceptance of service by the customer shall be on the express condition that the Department shall not be liable for any damages caused by bursting pipes, collapse or leakage of customers equipment, not any leakage from any pipes, and the point of leakage for any cause whatsoever. The Department shall not be liable for damage to fences, wells, shrubbery, walks, lawns or any other portion of the customers premises occasioned by work or installations by the Department under the direction of the utility partners,

APPENDIX 3

New Rates

\$Meter Size	\$Monthly	\$Yearly
5/8 th	\$5.00	\$60.00
1"	\$12.90	\$154.80
1 1/2"	\$29.00	\$348.00

2" \$54.00 \$648.00

Volumetric Charge: \$3.85 per 100 cubic feet for all metered water.

ADOPTED Nov. 2013 EFFECTIVE 1 January, 2014

Water Connection Fee: One time fee, does not include incidents beyond our control or changes made by the applicant.

Includes back flow preventer (check valve), meter, meter horn, and other small parts to complete the hookup, application fee (\$75.00) and turn on fee (\$30.00). If and when needed, a turn off fee (\$30.00)

Meter Size in Inches

5/8 th	\$273.31
1.	\$376.52
1 ½	\$817.27
2	\$1159.24

On September 15, 2005, at our regular meeting the Commissioners voted to raise the water turn on and off fee from \$25.00 to \$30.00.