

TOWN OF MILLIS - DEPARTMENT OF PUBLIC WORKS

WATER DIVISION

The following Rules and Regulations shall be considered a part of the contract with every person supplied with water from the Millis Water Division of the Millis Department of Public Works and hereinafter considered the Division.

ARTICLE I - DEFINITIONS

1. Consumer
The term "Consumer" shall mean the individual, firm or corporation whose name the water division has on its books as the party who has applied for water service or any individual, firm, or corporation who, in fact, used the water service of the Town of Millis.
2. Main
A main is the supply pipe laid in the street, from which water connections are made.
3. Service
A service pipe is the pipe running from the main in the street to include the shut off, usually inside the cellar wall.
4. Licensed Contractor
A licensed contractor is a contractor approved by the Department of Public Works to install water mains and/or service connections in the Town of Millis

ARTICLE II - GENERAL PROVISIONS

1. Applications
Written applications for water service shall be made to the Office of the Water Division, 7 Water Street, Millis, Massachusetts, which division is operated under the direction of the Department of Public Works and is hereinafter referred to as the Division.

Application for new services (including those installed in a subdivision) shall be accompanied by fee of \$200.00. Said fee shall cover the cost of processing the application, inspections, tapping the town-owned main* and other costs incidental thereto.

Application for renewal service connections shall be accompanied by a fee as determined by the Department of Public Works. Said fee shall be an estimate; and if the actual cost exceeds the estimate, the applicant will be billed for the excess. If the actual cost is less than estimated, the excess will be returned to the applicant.
2. Availability of Service
The acceptance of an application will be contingent upon the existence of a water main in the public way, or in a private way or other property upon which the property to be served abuts.
3. Service Connections

All new service connections, except tapping the town owned mains, shall be by a licensed contractor under the supervision of the Millis Water Division and in accordance with its specifications. The contractor shall be selected by the applicant from a list of licensed contractors on file at the Millis Water Division, in the office of the Department of Public Works.

That portion of a house service connection installed within a public way shall be considered as the property of the Division, and the Division shall accept the responsibility for its maintenance. That portion of a service connection not lying within a public way shall be the property of the consumer who shall be responsible for its maintenance. All renewal services will be done by the Water Division, or by a licensed contractor, except the tapping of town-owned mains under the supervision of the Water Division, at the discretion of the applicant.

- * The tapping of mains in a subdivision shall be the responsibility of the applicant.
- 4. The Division reserves the right to shut off the water at any time without notice for any necessary purpose. However, the Division will endeavor to give reasonable notice to the consumers affected.
- 5. The Division shall not be liable for damages caused by dirty water resulting from the opening or closing of gate valves, the use of hydrants, or the breaking of any pipe or fixture.
- 6. All persons taking water shall keep in order the service pipe within their premises and be liable for damage resulting from their failure to do so.
- 7. No alterations or changes shall be made in any pipes, fittings or meters owned by the Town, except by persons authorized by the Division, who shall have access at proper hours to all buildings and premises supplied with water by the Town, for the purpose of making repairs to any of the said pipes or fixtures and for reading, repairing, or changing water meters.
- 8. No person, except those authorized by the Division, shall take a supply of water from any service pipe between the street main and the water meter set by the town.
- 9. The sizes of service pipes and meters shall be determined by the Department of Public Works
- 10. No person, except an employee of the Division, shall turn on or shut off water from any main or service pipe owned by the Division without permission from the Department of Public Works.
- 11. No connection between pipes connected to a public water supply and an independent source of supply will be permitted. (Regulation of State Department of Public Health, December 31, 1937).
- 12. No person, except firefighters in the discharge of their duty, shall open any hydrant without permission from the Department of Public Works.
- 13. All persons or firms having private fire connections for sprinklers and private hydrants on the premises or in buildings are forbidden to use the water for any purpose excepting fires, unless by permission of the Department of Public Works.
- 14. Procedure for obtaining a new meter, meter testing, and the activation of a water service for the Town of Millis:

Adopted January 24, 1994
Amended April 24, 2006

 - a. The builder/homeowner prior to obtaining a water tie-in permit must obtain the following:
 - 1. A meter and the outside meter-reading device must be purchased from the Department of Public Works located at 7 Water Street, Millis, MA. The cost of a meter and outside meter-reading device is \$125.00.
 - 2. The builder/homeowner will provide the legal owner of the property for which the account will be billed to at the time of the purchase of the meter and meter-reading device.
 - 3. All meters shall be installed within an owner's building as close to the public water supply main as possible in an ample and suitable space free from exposure to freezing unless otherwise directed by the Department of Public Works. This space shall at all times be unobstructed and accessible to the Department of Public Works for reading, testing,

inspection and maintenance purposes.

4. The Builder/homeowner will contact the Department of Public Works within 10 days of the purchase of the meter and meter-reading device for inspection.
5. At no time will a contractor, builder or homeowner turn on or off a water service without first notifying the Department of Public Works.
- b. An approved stop valve shall be installed near the outlet of the meter to permit removal of the meter without backflow.
- c. All repairs to meters due to freezing, heat, or other external causes shall be charged to the consumer.
- d. No meter may be removed, bypassed, or tampered with except under the direction of the department. Owners found by the department to have tampered, removed or bypassed shall be fined \$150. Appeals of the fine may be made to the Board of Selectmen.
- e. All meters sized 2" or above must be tested by June 30, 1994, and thereafter according to the following schedule:

2" meters	every four years
3" meters	every three years
4" meters	every two years
6" or larger	every year

Test results must be forwarded to the Water Department and must conform to AWWA standards for accuracy. Meters which fail accuracy tests must be repaired within thirty days of the owners receipt of the test results. All costs for testing and repairs shall be borne by the property owner. Tests must be done by firms certified as qualified by the Millis Water Department.

- f. The Board of Selectmen reserves the right to replace meters that have not been tested or repaired as required with all costs to be paid by the property owner.
15. It is required that service pipe shall be a minimum of 1" type K copper tubing, as approved by the Division. Flared or compression joints shall only be used in making connections underground.
16. No rebate shall be considered unless the water is turned off at the street, and then only after one month or more.
17. No person shall be permitted to lay any water pipe in any dimension, in any public way or street, without first obtaining permission from the Department of Public Works, who will make the judgement as to the size.
18. Persons having a seasonal residence or business shall pay a charge of five (\$5.00) dollars for turning water on and/or off during regular working hours as posted at the office of the Department of Public Works. A two hour minimum fee as posted at the office of the Department of Public Works shall be charged for turning the water on and/or off after regular working hours, Saturdays, Sundays, and holidays.
19. Curtailment of Service: The Department of Public Works reserves the right to impose temporary restrictions on the use of water should it, in the opinion of the Department of Public Works, become necessary to do so.
20. Whereas the Department of Environmental Protection has proposed certain water production regulations which will be included in the Town's Water Management Permit, the Selectmen, or their designee, may include water use restrictions on new connections and new extensions. Said restrictions may include but not be limited to DEP Water Management Act restrictions:
 - a. Consumption of no more than 65 gallons per capita per day;

- b. 2:1 water banking for new connections and extensions;
- c. 120 percent summer-to-winter consumption ratio;
- d. Restrictions on the installation of irrigation wells;
- e. Percentage of lot disturbances and lawn are allowed; and
- f. Restrictions on impervious surfaces.

The Selectmen may enact penalties and/or rate schedules that encourage and foster compliance with these regulations.

Adopted June 2005

TOWN OF MILLIS WATER SHUTOFF REGULATION

Adopted July 12, 1993

The following regulation has been developed to preserve water, which is a natural resource that should not be wasted, to allow the Town to eliminate contamination hazards associated with water leaks, and as a means to collect overdue accounts for which no other means of collection has worked.

Water Leaks

1. Upon receiving notice that a water leak exists on the customer's side of the shutoff valve, the Water Department shall notify the customer in writing that it is their responsibility to fix the leak. The customer shall be notified by certified mail with a return receipt.
2. Any customers so notified shall be given two weeks to fix the water leak.
3. A hearing before the Board of Selectmen to determine whether a customer's water should be shut off will automatically be scheduled, and the customer shall receive notice of the hearing in the letter of responsibility noted in section 1 above. The meeting will be scheduled on the date of the next available meeting of the Millis Board of Selectmen after the two week repair period has elapsed.
4. Reasonable extensions of the two week repair period may be granted by the Water Dept. if the customer is found to be making a diligent effort to fix the leak. THE TOWN OF MILLIS RESERVES THE RIGHT TO SHUTOFF WATER IN EMERGENCY SITUATIONS WITHOUT NOTICE TO CUSTOMERS. The determination that an emergency exists shall be made by the Water Department.
5. Customers may participate in the hearing before the Board of Selectmen, may present evidence on their own behalf, and may be represented by Counsel.
6. Decisions made by the Board of Selectmen shall be final. If the Board of Selectmen makes a decision to shutoff a customer's water, one week's notice, in writing, shall be given to the residents and owners of the property. Notice shall also be given to the Board of Health.
7. Reductions in operating pressure, if available, may be used instead of outright shutoffs.
8. In extreme circumstances, such as a customer's indigence or some other hardship, with the permission of the property owner, the Town may agree to fix the leak. In order to make a judgement regarding hardship, the customer shall fill out a financial hardship form. The customer shall be billed by the Town and shall be responsible for paying the entire cost of the repair according to a payment schedule mutually agreed to. By allowing the Town to work on their property, the customer agrees to hold the Town harmless and indemnify the Town from any and all claims resulting from any work conducted on private property.

Overdue Bills

1. The Town reserves the right to shut off water of customers whose accounts are in arrears above \$100.00 or which have not been paid in two consecutive billing periods. The Town also reserves the right to lien properties as allowed under Massachusetts General Laws.
2. Upon receiving notice that an overdue balance exists on the customer's account, the Water Department shall notify the customer in writing that it is their responsibility to pay the bill. The customer shall be notified by certified mail with a return receipt.
3. Any customers so notified shall be given two weeks to pay the bill.
4. A hearing before the Board of Selectmen to determine whether a customer's water should be shut off will automatically be scheduled, and the customer shall receive notice of the hearing in the letter of responsibility noted in section 1 above. The meeting will be scheduled on the date of the next available meeting of the Millis Board of Selectmen after the two week payment period has elapsed.
5. Reasonable extensions of the two week payment period may be granted by the Water Dept. if the customer is found to be making a diligent effort to pay their bill.
6. Customers may participate in the hearing before the Board of Selectmen, may present evidence on their own behalf, and may be represented by Counsel.
7. Decisions made by the Board of Selectmen shall be final. If the Board of Selectmen makes a decision to shutoff a customer's water, one week's notice, in writing, shall be given to the residents and owners of the property. Notice shall also be given to the Board of Health.

8. Reductions in operating pressure, if available, may be used instead of outright shutoffs.
9. In extreme circumstances such as a customer's indigence or some other hardship, with the agreement of the property owner, the Town may agree to an extended payment period. In order to make a judgement regarding your hardship, customers will have to fill out a financial hardship form.

General

1. The Town will not shut off water if the water customer is 65 years of age or older. However, customers in this age group will be required to enter into a payment plan and fill out a financial hardship form.
2. If a child under the age of 12 months lives in your home, water will not be shut off. However, these customers will be required to enter into a payment plan and fill out a financial hardship form.
3. If someone in a customer's home is seriously ill, water will not be shut off. However, these customers will be required to enter into a payment plan and fill out a financial hardship form.
4. If a customer's heating system uses water, water will not be shut off from November 15 through March 15. However, these customers will be required to enter into a payment plan and fill out a financial hardship form.

METER TEST

Adopted July 22, 1991
Amended April 24, 2006

1. The owner of any property may request to have a meter tested; they must contact the Assistant Director of Public Works, 508/376-5424, to arrange for a meter test. The owner will hire a plumber to remove the meter and the Department of Public Works will supply a replacement meter for the plumber to install during the test. The Department of Public Works will have the meter tested. The homeowner will have a Bank Check or Money Order made payable to the Town of Millis in the amount of \$75.00. If the test shows that the meter is inaccurate, the meter test fee will be refunded and a new meter will be installed at no cost to the property owner.
2. If the Department of Public Works suspects that the meter is registering improperly, the Assistant Director of Public Works will notify the homeowner of the need for a test. There will be no cost for this test to the property owner.
3. All meter tests are performed according to the American Water Works Association.

CROSS CONNECTION CONTROL PROGRAM

Adopted June 1, 1992

Fees:

Surveying \$40 per hour, per establishment

Testing:

First Device	\$39
Second Device	36
Third Devie	36
All subsequent devices	35

MINIMUM BILLING – WATER/SEWER

Adopted December 6, 1993

In situations where there has been no billing for water and/or sewer, the property owner will be billed the minimum per billing period going back to a maximum of three years.

SEWER METER POLICY

Adopted February 3, 1992

Sewer meters are to be connected to homes that do not connect to Town water at the expense of the homeowner.

REGULATIONS PERTAINING TO THE INSTALLATION OF SUBDIVISION WATER SUPPLY MAINS

I

For the purpose of these regulations the word "subdivision" shall, in addition to its usual meaning, also mean any installation of water supply mains on private property for the purpose of providing water for domestic and other uses to more than one dwelling, when such mains are to be connected to the Public Water Supply System of the Town. This is for the main only. Houses will be treated in the usual way.

II

1. No water supply mains in private subdivisions shall be connected to the public water supply system of the Town unless their construction and installation shall first have been approved by the Department of Public Works.
2. Every person desiring to have private subdivision water supply mains connected to the Town's public water supply system shall, before commencing construction or installation of the proposed water supply mains, make written application to the Department of Public Works for approval of the proposed installation. Such written applications shall provide the following information:
 - a. Full name and address of the owner of the property involved.
 - b. Names of proposed new roads.
 - c. Length of pipe to be installed.
 - d. Number of fire hydrants to be installed, and the distance between them.
 - e. Size, class, and type of pipe proposed for use.
 - f. Name and address of the manufacturer of the pipe.
 - g. Name and address of the manufacturer of the hydrants proposed for use.
 - h. Name and address of manufacturer of valves, fittings, etc., proposed for use.
 - i. Name and address of the contractor who will install the pipe and hydrants.
 - j. The application shall be accompanied by an engineer's plan of the proposed subdivision to a scale of 40 feet to the inch, showing the location of all new roads, the proposed location of the water mains, valves and hydrants, point of junction with the public water supply system, and the maximum number of house lots to be served by the proposed new pipe line, and such other data as the Department of Public Works may require. The plan is to be signed and sealed by a Massachusetts registered professional engineer with demonstrated expertise in municipal water distribution systems.
3. The application shall be accompanied by a fee of \$200.00 plus 20 cents per lineal foot of water main to be installed, plus engineer review fees. This fee shall only cover the cost of mains and hydrant installation. For individual services see Water Division Rules and Regulations.
4. Within a reasonable time of receiving such application in complete and proper form, the Department of Public Works shall notify the applicant in writing of its decision thereon. The Department may grant conditional approval, subject to such reasonable conditions as it may deem necessary to protect the interest of the Town. If such application is not approved, the Department shall inform the applicant of the reasons for disapproval, and specify what measures, if any, must be taken to obtain approval.
5. If, in the opinion of the Department of Public Works, any of the pipes, valves, hydrants, or other materials proposed to be installed in a private subdivision are, for any reason, not suitable, the applicant shall be required to use such pipe, valves, hydrants, or other materials as the Department specifies.

6. Upon the completion of the installation of a water supply main in a private sub division, the applicant shall certify in writing to the Department of Public Works that the installation complies in all respects with its requirements, and the Department shall within a reasonable period after receiving such certification from the applicant, notify him in writing of its final approval, unless it finds justifiable cause for not approving same.

III

In all sub divisions where the water supply mains are to be connected to the Town's public water supply system, the following minimum standards are to be maintained:

1. All water supply mains shall be installed at a depth of 6 feet, to prevent their freezing or being displaced by frost.
2. No supply main less than eight (8) inches internal diameter shall be installed. Dead end mains shall be no longer than 500 feet, except that in those streets that the Town of Millis Planning Board approves a street longer than 500 feet.
3. Wherever the subdivision main connects with the town system, connection shall be made by means of a tee and three valves. All three valves shall be located within in the town's street lines. On the subdivision main, suitable blow-offs and shut off valves shall be installed wherever deemed advisable by the Department of Public Works. On dead end mains, a gate valve shall be located within 20 feet of the dead end.
4. Fire hydrants of the size and type approved by the Department of Public Works shall be installed at intervals of not more than 500 feet. On a dead end supply main a fire hydrant shall be installed at the dead end, with proper off-set. All hydrants shall be connected to the mains by a 6 inch pipe and shall have a shut-off valve.
5. In deciding upon any proposed installation of water supply mains in private sub-divisions, the Department of Public Works will give full consideration to the possibility of future extension. The Department will also give consideration to the size of pipe necessary to provide adequate fire protection, and take into consideration the pressure level of the proposed sub division in relation to the hydraulic gradient of the town in determining the size of pipe to be required.
6. The installation of all subdivision water supply mains intended to be connected to the Town supply system, shall at all times be subject to the supervision of the Department of Public Works. Before any such water supply mains are covered over, the Department of Public Works shall inspect them, and if, in its opinion, they are properly installed shall approve same. No trench shall be closed except with material and in a manner approved by the Department of Public Works.
7. Whenever the Department of Public Works shall deem it advisable, it shall require all subdivision water supply mains to be properly tested for high pressure and leakage and/or chlorinated before being opened into the public water supply mains.
8. No subdivision water supply main shall be connected to any public water supply main of the town except as specifically directed and approved by the Department of Public Works.
9. The approval of any private sub division water supply system shall, in no way, make the Department of Public Works, or their agents and employees, or the Town of Millis, responsible or liable for the operation, maintenance, or satisfactory performance of the installation. Such responsibility and liability shall remain the obligation of the applicant and/or owner until the town shall, by vote in Town Meeting, accept same as part of the public water supply system of the Town.

10. The Department of Public Works may designate a member of the Department, or such other agent or employee as they may select, to supervise, inspect, or approve work in accordance with the foregoing regulations.
11. In general, all supply mains and appurtenances and other water works facilities for private subdivisions, shall be installed or constructed strictly in conformity with the standards and specifications of the American Water Works Association.