

These Rules and Regulations adopted under Title VII Massachusetts General Laws,
Chapter 40W: Section 8.

Rules and Regulations of the Norton Water Department

Under the authority of the General Laws, Acts of the State Legislature of the
Commonwealth of Massachusetts

The following regulations are part of the contract with every person who takes
municipal water and/or discharges waste water into the municipal sewer system. They
govern the relations between the Water/Sewer Department and its customers or their
contractors/developers who install the water or waste water systems.

Section 1

*Definitions

1.1 CUSTOMER – The individual, firm or corporation listed as the owner of the
property.

2.1 MAIN – A main shall mean the pipe laid in the street from which water is transported
and has one (1) or more connections.

3.1 SERVICE – A service shall mean the pipe running from the main in the street
including a corporation stop at the main, a curb stop and box at the property line, an
interior shut off valve, meter and meter connection usually inside the building or
foundation wall.

4.1 CONTRACTORS AND DEVELOPERS – Contractors and Developers shall mean an
individual, firm, or corporation who installs water or sewer mains, water or sewer
services and their appurtenances.

5.1 COMMISSIONERS OF BOARD – The duly elected Board of Water/Sewer
Commissioners of the Town of Norton.

6.1 DEPARTMENT – Department shall mean the Town of Norton Water/Sewer
Department.

7.1 SUPERINTENDENT – Superintendent shall mean the Superintendent of the
Water/Sewer Department or the Superintendent's designee.

Section 2
General Provisions

2.1 APPLICATION FOR WATER OR SEWER SERVICE – All applications for introduction of Town water or sewer onto private premises shall be made to the Department by the owner of the property. All Permit Fees must be paid prior to the issuance of a building permit.

2.2 RESPONSIBILITY FOR CHARGES – Customers of water or sewer services shall be charged with and held responsible for all water or waste water passing through their service lines until such time as the Department is notified in writing that they no longer desire the use of the service. In a case of a sale of the property, such notice shall give the name of the new owner.

2.3 PRIVATE WELLS OR SEPTIC SYSTEMS – All private wells or septic systems shall be registered with the Board of Health and shall display in a conspicuous location a well registration sign and number.

2.4 UNUSUAL CONSTRUCTION – Owners of property desiring any unusual construction, alterations or attachments connected with the water supply or sewer system shall submit plans and specifications for the proposed work to the Superintendent for inspection and approval or disapproval and for determination as to whether the same is permissible. The Board of Water/Sewer Commissioners shall determine the terms, charges and conditions under which the proposed use shall be permitted.

2.5 RIGHT OF ENTRY - Owners or occupants of any municipal, commercial, industrial or residential premise served by Norton's water or sewer system shall, upon presentation by the Department personnel of their credentials, authorize entry to their premises without a warrant for the purpose of inspecting and surveying their systems for new installations, cross connections or to remove, repair, or replace any water meter as the Department deems necessary. When such access is refused, the water shall be shut off and shall not be turned on until such access has been allowed.

2.6 FIRES – Whenever a fire occurs in the Town, it is the duty of Customers to discontinue, as far as practicable, the use of water.

2.7 CONDITIONS UNDER WHICH SERVICE IS FURNISHED– The Town does not guarantee constant pressure nor uninterrupted service, nor does it assure the customer either a full volume of water or the required pressure necessary to effectively operate hydraulic elevators, sprinkler systems or other appliances, the same being subject to all the variable conditions that occur in the supply of water from the Town's water system.

2.8 NO LIABILITY FOR INTERRUPTION OF SERVICE – No customer shall be entitled to damages or to have payment refunded for any interruption of supply occasioned by accident to any portion of the works, by shutting off for the purpose of additions or repairs to the works or by the stoppage or shortage of supply due to causes beyond the control of the Department, such as excessive drought, excessive use of and waste of water by other Customers or by leaks or defects in the pipes or appliances owned by him or other Customers.

2.9 NO LIABILITY FOR DIRTY WATER – The Town shall not be responsible for damages caused by dirty water resulting from the opening or closing of any gate for repairs, the use of any hydrant or the breaking of any pipe, or discoloration due to natural elements found in water i.e; iron and manganese.

2.10 NO LIABILITY FOR CUSTOMER’S PIPES – The Town assumes no liability for conditions, which exist in Customer’s pipes and caused trouble coincident with or following the repairs of any main, service pipe, meter or other appliances belonging to the Department.

2.11 NO LIABILITY FOR COLLAPSED BOILERS, ECT. – The Department reserves the right at any time and without notice to shut off the water in the mains for the purposes of making repairs, extensions or for other necessary purposes. Customers having boilers or other appliances on their premises depending on the pressure in the pipes to keep them supplied with water are hereby CAUTIONED against danger from these sources and are required to provide themselves against such danger. In any event it is expressly stipulated that the Department will not be liable for any damage, resulting from water having been shut off, either through accident or necessity.

2.12 NO LIABILITY FOR SHUTTING OFF WATER WITHOUT NOTICE – When it becomes necessary to shut off the water from any section of the Town because of an accident or for the purpose of making changes or repairs, the Department shall endeavor to give timely notice to as many customers affected thereby, as time and the character of the repairs of the incident will permit, and shall, so far as practical, use its best efforts to prevent inconvenience and damage arising from any such cause. However, failure to give such notice shall not render the Department responsible or liable for any damages that may result from shutting off of the water or any coincident conditions.

2.13 OUTSIDE WATER USE – All outside water use is restricted to hand held hoses only. Violation of this regulation will result in the following fines:

- First Offense - \$ 150.00 Fine
- Second Offense- \$ 300.00 Fine
- Third Offense- \$ 300.00 Fine and Termination of Service

NO LAWN SPRINKLERS OR IRRIGATION SYSTEMS OF ANY KIND ARE ALLOWED TO BE CONNECTED TO THE MUNICIPAL WATER SYSTEM EVER.

Section 3 Charges

3.1 DATE OF CUSTOMER'S LIABILITY TO PAY – A minimum charge shall be assessed for water service from the date the water is turned on whether the water is used or not.

3.2 CHARGE FOR TURNING WATER ON OR OFF – A charge shall be made for all service calls during non-service call hours.

3.3 COLLECTION OF MISCELLANEOUS WATER CHARGES – All bills for labor or materials on Customer's property and charges for service calls shall be subject to the same conditions as bills for water or sewer usage.

3.4 NO BUSINESS WITH DELINQUENTS – No person who owes an overdue bill for water or sewer charges shall be entitled to the further use of water or sewer at the same or any other premises until such charges are paid in full.

3.5 CLAIMS FOR ADJUSTMENTS ON BILLS – All claims for adjustment of water or sewer bills shall be made within thirty (30) days in writing to the Department.

3.6 ALL WATER TO BE METERED AND TO BE PAID – All water must be metered and paid for whether used or wasted. A minimum charge shall be assessed for water or sewer service from the date the water is turned on.

3.7 WHEN METER IS OUT OF ORDER – If a meter fails to register, the Customer shall be charged at the average daily consumption as shown by the meter when it was in working order, for the corresponding period of two years preceding.

3.8 NO RIGHT TO FURNISH WATER TO OTHER PREMISES – A Customer shall not be permitted to supply the premises of another person with water, except in special emergencies and then only with the approval of the Department.

Section 4
Meters

4.1 METER INSTALLATION – A gate or ball shut-off valve at the meter inlet shall be the first fitting inside a serviced building and shall be approved by the Department.

4.2 CUSTOMERS TO PAY FOR METER REPAIRS – All repairs or damages to meters from freezing, hot water, or external causes shall be charged to the Customer. No sale or transfer of title of the property in the Town shall operate to bar the Department in the collection of any balance due for meter repairs.

4.3 METER SIZE – The proper size, type and kind of meter required for any given service shall be approved by the Superintendent.

4.4 METER TAMPERING – All water meters (residential and commercial) will be set by an employee of the Water Department and will not be moved or disturbed by anyone other than a Department employee or their designee. All water meters will be sealed by the Department and if a seal is found broken or tampered with, a \$300.00 fine will be imposed.

4.5 PAYMENT FOR METER PITS – Installation of meter pits shall be at the Customers expense.

4.6 TOWN'S RIGHT TO CHANGE METERS – If, in the opinion of the Superintendent, a meter does not fit the conditions of the service installed, the Department has the right to require the replacement of said meter.

4.7 REPAIRING METERS – During normal office hours, whenever possible, the Department shall have the right to remove, repair or replace any meter it so determines.

4.8 METER REPLACEMENT – All residential meters shall be replaced within ten years of installation. All non-residential meters will be tested and certified every two (2) years.

4.9 METER BY-PASS – All non-resident meter installations or services which cannot be shut off for meter repairs shall be equipped with a meter by-pass at the expense of the customer. All by-passes must be approved by the Superintendent and be equipped with a locking service with the Department being the sole key holder.

4.10 TESTING METERS BY REQUEST – The accuracy of the meter on any premise shall be tested by the Department upon written request of the Customer. If on such a test the meter is found to register over two (2) percent more water than actually passes through it, the meter shall be repaired, and the water and/or sewer bill for the current period shall be adjusted in accordance with the result of the test. However, if it is found to register over two (2) percent less water than actually passes through it. The Customer

shall be charged with the proper additional amount of the water and/or sewer and shall pay the same. Any Customer having a meter tested which results indicate to be within the acceptable +2% to -2% range will be billed the meter-testing fee of \$ 50.00.

4.11 ACCESS TO THE METER – It shall be the duty of all Customers to ensure that meters on service connections are readily accessible at all times to Department personnel. Failure to remove any obstruction which prevents access to the meter within three (3) days after being notified by the Department shall cause the water to be shut off to the premises and it shall not be turned on until all obstructions are removed, all regulations complied with and all expenses for shutting off and turning on the water are paid.

4.12 I call your attention to M.G.L., c.165, s. 11D, which states:
Any person employed by a city, town, district or company engaged in supplying water who displays on his outer garment a suitable identification badge bearing his photograph, issued to him by his employer, may at any reasonable time enter any premises supplied with water by such city, town, district or company for the purpose of examining or removing meters, pipes, fittings and works for supplying or regulating the supply of water and of ascertaining the quantity of water consumed or supplied.

Section 5 Service, Pipes, and Fixtures

5.1 SERVICE PIPES – Customers must keep their pipes and fixtures in good repair and protected from frost at their own expense. They shall be held responsible for any damage resulting from their failure to do so. They shall prevent any waste of water.

5.2 ALL SERVICE PIPES TO BE INSPECTED – All new service pipes will be inspected by the Department before covering the trench. All pipes and trenches shall meet the approval of the Department.

5.3 PART OF SERVICE PIPE FURNISHED BY WATER DEPARTMENT – On Town accepted roads, new service connections shall be made by the Department or Contractor and brought to the Customer's property line. The Customer shall be charged the current Service Fees. If the installation is made by the Department the Customer will also be charged the Tapping Fee. In addition the cost of any materials used in the installation of the service along with any Police Detail required will be paid by the Customer. No water will be turned on by the Department until all fees are paid in full.

5.4 CHARGES FOR REPAIRS – The pipe from the street to the building (or all pipe beyond the Town property line excluding the meter and curb stop) is the property of the Customer, and all repairs to the same shall be made at their expense.

5.5 MATERIAL ON PRIVATE PREMISES – All fittings supplied by the Department to the Customer shall be billed to the Customer.

5.6 IRREGULAR SERVICE – Services for other than permanent structures, or which are used only part of the year shall be installed at the expense of the Customer.

5.7 ONE SERVICE TO EACH PREMISE – Only one (1) service connection shall be made to each dwelling unit located in a building or to each commercial or industrial building.

5.8 REQUEST FOR TURNING ON OR SHUTTING OFF WATER – Request for turning on or shutting off a water service shall be made in writing and delivered to the Department during normal office hours by the day prior to the requested service, except in a case of an emergency. Customers shall be charged per four (4) hour duration for all services rendered during non-service call hours. Only Department personnel shall open or close curb stops. Any other persons operating the curb stop will be fined \$ 150.00. Request for services during the normal service call hours are at no additional charge to the Customer.

5.9 NO PIPES FURNISHED IN WINTER – No new services shall be installed during November 1st to April 15th except in such cases deemed emergencies. Applications must be received by October 1st. Installation of services beyond the end of existing water or sewer main shall not be allowed. The main must be extended (including necessary hydrant, manholes and appurtenances) to the furthest limit of the Customer's property at their expense. Water mains shall always be looped as required by the Board of Water/Sewer Commissioners.

5.10 SERVICE PIPE TRENCHES – Service pipes shall not be placed within ten (10) feet of any other utility, except under special conditions and with the approval of the Superintendent. The Department shall not be responsible for damage to other utilities laid within ten (10) feet of a water or sewer service or main.

5.11 PRIVATE HYDRANT SERVICE – Fire hydrants on private property and contracted with the Department shall be inspected and serviced once a year by the Department for a fee. Any repairs necessary for proper operation of the hydrants shall be the responsibility of the property owner and shall be completed within thirty (30) days after due notice in writing has been given to the owner by the Department.

5.12 USE OF FIRE HYDRANTS – The use of fire hydrants, Town or private, is restricted to members of the Fire Department and to employees of the Water Department. Any unauthorized person or persons found opening or using a fire hydrant without authorization will be fined \$ 300.00 in addition to the cost of the water taken.

5.13 FIRE SPRINKLERS – All fire sprinkler lines will be separate lines from the water main into the building. No domestic service line will be connected into a fire sprinkler line. There will be no suction pumps of any type directly hooked into the municipal water system.

5.14 CROSS CONNECTION CONTROL – As outlined in The Massachusetts Drinking Water Regulations, 310 CMR 22.22 (2) (A), if in the opinion of the Superintendent, the installation of an approved backflow preventer(s) on the property side of a meter of any Customer is considered necessary for the safety of the water system, such approved device(s) shall be immediately installed at the expense of the Customer after due notice in writing has been given to the Customer by the Superintendent. All reduced Pressure Backflow Preventers shall be tested semi-annually by the Department for a fee and tested annually by the Customer. All Double Check Backflow Preventers shall be tested annually by the Department for a fee. All tests are to be made by a person who is certified by the Commonwealth of Massachusetts as a Backflow Prevention Device Tester.

5.15 CONTAMINATION – The purpose of this part is to recognize the existence of several aquifers which serve as the source of drinking water for the inhabitants of the Town of Norton and that contamination of any pond, stream, rivers, surface or subsurface water of Norton would pose a significant hazard to the health of the inhabitants of the town.

5.16 SIPHONING PROHIBITED; EXCEPTION FOR FIRE APPARATUS – The siphoning of water from any pond, stream, river, watercourse, surface or subsurface water into a tank vehicle, or into any tank contained in or on a vehicle, shall be prohibited in the Town of Norton. Violators will be fined \$ 300.00, which is also stated in the Town of Norton By-laws. This regulation shall not apply to municipal fire apparatus.

Section 6 Violations

6.1 VIOLATIONS OF REGULATIONS – Any violations of these regulations may result in the Board of Water/Sewer Commissioners ordering the shutting off of the water to the violator's premises. When the water has been shut off for violation of the rules, it shall not be turned on again until the Department is satisfied that there shall not be further cause of complaint.

6.2 UNAUTHORIZED SHUTTING OFF OR TURNING ON OF WATER – Water may be shut off or turned on at the curb stop or main gate valve by Department Personnel only. Any other operation of the curb stop or gate valve will result in a fine of \$150.00.

Section 7
Rates and Charges

*7.1 MINIMUM CHARGE FOR WATER OR SEWER USAGE – The minimum quarterly charges for water or sewer usage are as follows:

Water Users: \$ 28.00
Sewer Users: \$ 86.52

*7.2 METERED WATER and SEWER RATES – The metered charges for water and sewer are calculated on a quarterly basis and are as follows:

Water Users:	\$ 28.00	0 - 400 c.f
	\$ 3.37/100 c.f.	500 - 2,000 c.f.
	\$ 5.25/100 c.f.	above 2,000 c.f.

Capital charge - 25% of water charge

*All sewer users are calculated at 95% of the water usage at \$ 7.21/100 c.f.

Rates are subject to change at the discretion of the Board of Water/Sewer Commissioners.

7.3 PRIVATE FIRE PROTECTION - \$100.00/hydrant billed in advance annually each year for all private hydrant maintenance contracted with the Department.

7.4 NON WATER OR SEWER CHARGES – There are a number of non-user charges related to the Department as follows:

Non-Service Hours Call-Out -	\$175.00/4 hr. Duration
Meter Test -	\$ 50.00
Fire Flow Test -	\$100.00
Cross Connection Device Testing	\$ 75.00/device
Inspection Fees	\$50.00/hr.
Residential Sewer Permit Fee	\$250.00 (includes inspections)
Commercial Sewer Permit Fee	\$600.00 (includes inspections)
Meter Readings for Property Transfer or Refinancing -	\$ 50.00
(excluding request for Municipal Lien Certificate)	

Reinstate Water Service after Termination for Lack of Payment - \$50.00

Returned Checks - \$25.00

7.5 SERVICE FEES - Shall be assessed as follows:

SERVICE FEES EFFECTIVE July 12, 2016

Service Line – Permit Fee:

¾ Inch	\$ 3,500.00
1 Inch	4,500.00
1 ½ Inch	5,600.00
2 Inch	10,600.00
2 ½ Inch	12,200.00
4 Inch	20,000.00
6 Inch	30,000.00

Sub-Division - Development Charges:

8 Inch	\$ 50,000.00
10 Inch	70,000.00
12 Inch	90,000.00

**Fire Sprinkler System Charges: Permit Fee - \$750.00

Annual Service Fees:	1.5"	\$100.00
(Billed Quarterly)	2"	\$160.00
	2.5"	\$225.00
	3"	\$300.00
	4"	\$500.00
	6"	\$1,000.00
	8"	\$1,600.00
	10"	\$2,500.00
	12"	\$4,300.00

Services larger than 12" - fee to be set by Board of Water/Sewer Commissioners

Water Department Tapping Fees

¾" and 1" service taps only \$650.00

Service Inspection Fees: \$50.00 per hour

Sewer Flow: \$ 35.00 per gallon

Section 8
Water Resource Protection District

ZONE II - All building in a ZONE II requires the building lot to be 80,000-sq. ft. per single family dwelling unless municipal sewer is available.

ZONE III - All building in a ZONE III requires the building lot to be 60,000-sq. ft. per single family dwelling unless municipal sewer is available.

Approved by:
Board of Water/Sewer Commissioners

Diane McElligott, Chairman _____

Luke Grant, Clerk _____

Steve Bishop, Member _____

Date _____

- Revised: 2002
- Revised: September 2005
- Revised: February 2006
- Revised: May 2006
- Revised: May 2009
- Revised: July 2013
- *Revised July 2015
- **Revised July 2016