

RULES AND REGULATIONS

FOR THE OPERATION AND MAINTENANCE OF THE CARROLL COUNTY WATER SYSTEM

Updated Jan 2003

SCOPE

The following rules and regulations, updated in January of the year 2003, constitute a contract between the customer receiving water and the utility. The rules and regulations apply to all customers connected to the main. The customer will be considered to have expressed his/her consent to be bound thereby and to take water for the purposes stated in the application for water service and at the established rates so long as the piping from the property to the water main exists.

DEFINITIONS

CELLAR VALVE – a device within the building or foundation for the purpose of controlling the flow of water.

CHECK VALVE – a mechanical device to stop water being pulled or siphoned back into the service line or water main.

CURB STOP – a device to restrict or control the flow of water through the service pipe and is controlled by the Department only. It is usually and appropriately located near the property line and right of way of highway.

CUSTOMER – person, firm, corporation, utility, or agency or other entity that has applied for and has granted water supply services.

DEPARTMENT - Carroll County Water Department or its agent(s)

DISCONNECT – turning off or discontinuing the water service.

MAIN – a water pipe owned, operated, and maintained by the Department for the purpose of transmission or distribution of water.

METER - a mechanical device used to measure water usage and determine consumption.

CARROLL COUNTY COMMISSIONERS – the Governing Board, consisting of three duly elected Commissioners, charged with the duty and responsibility of running the Carroll County Water System.

PRESSURE REDUCING VALVE – a mechanical device installed on the water main side of the water meter to reduce water pressure serving the customer.

RECONNECT - turning on or establishing the water service.

SEASONAL CUSTOMER - any customer who uses water service for less than one year.

SERVICE PIPE – the pipe running from main line to the customer's meter.

TAP ON – The actual drilling of the main line and service pipe connection to that main.

TOUCH PAD – a black plastic element located on the customer's building used to transmit water meter reading to hand held electronic equipment.

WATER SERVICE – the furnishing of water by the Department.

RULES AND REGULATIONS

1. A. APPLICATION FOR WATER SERVICE

Application for water service shall be made at the Department office on forms provided. Such application shall be made by the landowner and shall be accompanied by a water service fee payment as determined by the Department (see addendum A). Final approval of application lies with the Carroll County Commissioners.

A service fee is applicable to “Change of Ownership” as well as to new installations. A fee applies to the closing of an account and to the opening of an account for a new subscriber. (See Addendum A)

B. OWNERSHIP AND MAINTENANCE OF SERVICE PIPE

The Department may install the service pipe as well as the tap on to the main including the curb stop within the limits of the right of way or highway. The labor, equipment, and the materials expense will be paid for by the customer and recognition of this responsibility shall be stated before installation on the application for service. An estimation of expense will be provided after such application is received and a deposit, equal to that estimate, shall be deposited with the department before installation.

NOTE: the service pipe from the **CURB BOX** (Main) to the meter shall be installed, owned, and maintained by the property owner with exception of any meter pit. The meter pit is the responsibility of the Water Dept. Only one service connection will be allowed from a single connection to the main.

C. PROTECTION AGAINST FREEZING

All service pipes, meters, and pressure reducers must be protected against freezing. However, if it is necessary to thaw and/or replace any or all of these parts the property owner will assume all costs from the **CURB BOX** (Main) to street side of the meter, with the exception of meter. Pits will be the responsibility of the Water Department.

D. UNAUTHORIZED USE OF WATER

No person or persons shall obtain water from a hydrant or other fixture or outlet of the Water Department without prior consent of the Department.

E. SEASONAL CUSTOMERS

A seasonal customer is one who regularly takes a service for a portion of the year, primarily during the summer months. A seasonal customer will be subject to the rules and charges of the proper base rate, water volume fees, plus other applicable charges.

F. CELLAR VALVE

Every service pipe must be provided with an operable cellar valve also known as a stop and waste valve, located near the service pipe entrance and easily accessible. Service pipe and valve shall be protected from freezing. The cellar valve is also arranged to prevent back flow and siphonage and to permit draining when necessary.

G. CROSS CONNECTION

No cross connection between the public water supply system or any other system will be allowed unless properly protected in accordance with the rules of the New Hampshire Water Supply and Pollution Control Commission (hereafter “NHWSPPC”). No new cross connections may be installed without the approval of the NHWSPPC and the Water Department. In addition, 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 or pipe having direct connection to waste drains will be permitted.

H. SAFEGUARDING DIRECT PRESSURE WATER DEVICES AND SYSTEMS SUPPLIED BY AUTOMATIC FEED VALVES.

All customers having direct pressure water devices including, but 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 or relief valves, cut outs in the water system, or some secondary system acceptable to the Water Department. Said systems are important should it become necessary to shut off the water main or service should a pressure failure occur for any reason. Water service supplied to any customer not providing such protective devices will be strictly at the risk of the Customer. The Water Department will not be liable for damages resulting from the lack or failure of such protective devices.

I. JOINT USE OF SERVICES PIPE TRENCH

Water service pipes will not be placed in the same trench with other utilities except under unusual circumstances. When installed in the same trench with sewer services, the water service pipe must be not less than eighteen (18) inches clear distance above the top of the sewer pipe and at least thirty-six (36) inches clear distance from the side of the sewer pipe unless a waiver is approved in writing by the Water Department.

J. WINTER CONSTRUCTION

No new service pipes or extensions of mains shall be installed for convenience of a customer during winter months, November 1 to April 30, unless the customer assumes all extra expense over the ordinary construction cost occasioned by the inclement weather, frozen ground, etc. Such construction may be approved at the Commissioner's discretion.

K. ACCESS TO PREMISES

Employees of the Water Department, having proper identification, and with 24 hour notice, shall have free access to all premises supplied with water at reasonable hours to permit inspection of piping from the main up to and including the meter and appurtenances to ascertain the amount of water used and/or repair said meter or appurtenances if they shall be found defective.

L. NO LIABILITY FOR INTERRUPTED OR UNSATISFACTORY SERVICE

If by any reason of shortage of supply or for the purpose of making repairs, extensions, or connections or for any reason beyond the control of the Water Department, it becomes necessary to shut off the water in a main or service pipe, the Water Department will not be responsible for any damages caused by such shut off and no adjustment of rates shall be made. Notice of shut off will be given, if practicable, but nothing in this rule shall be construed as requiring the giving of such notice. The Water Department will not be responsible for damage caused by discolored water or unsatisfactory water service which may be occasioned by cleaning of mains or standpipes or the opening or closing of valves or hydrants or any abnormal condition unless caused by negligence or lack of reasonable care by the Water Department. The Water Department will not be responsible for meeting unusually high water quality standards for specialized or industrial customers.

M. FIRE HYDRANTS

Fire hydrants will not be used for any purpose other than the extinguishment of fires or for such other purposes as may be agreed to by the Commissioners and the Fire Department. In no case shall fire hydrants be opened by a person other than an agent of the Department or a duly authorized representative of the Fire Department. Notice is to be given the Water Department prior to opening the hydrant. In cases of fire, the Water Department is to be notified as soon as possible. It is intended that a representative of the Water Department needs to be on site.

N. TURNING ON AND SHUTTING OFF SERVICE

Services will be turned on or shut off at the request of the customer. A charge will be made for each disconnect of the water. At least twenty-four (24) hour notice is required for this work. The property owner or representative of the property owner must be on the premises when the water is turned off and on. The turning on of any water service by anyone other than the Water Department is forbidden unless prior permission is obtained. Shutting/disconnect off of a service is different than a termination in that meters and appurtenance remain in place when a service is shut off.

O. LIMITATION OF WATER SERVICE

The Carroll County Commissioners reserves the right to limit or curtail use of water for such purposes as lawn care, car washing, swimming pools, etc. during periods of water shortage or during any other period when it becomes necessary for the common good. Failure to comply with such restriction after due notice may result in termination of water service for the duration of such limitation by the Carroll County Commissioners.

P. ESTABLISHMENT OF RATES

The Carroll County Commissioners shall establish and adopt a rate system for water charges. Its purpose shall be the basis of computing the quarterly and/or annual bill. The Water Department shall send out a quarterly bill to its customers (**RECORDED OWNERS OF THE PROPERTY**). The billing shall be sent out the first part of each quarter and this amount shall be due and payable no later than the fifteenth (15th) of the following month.

2. A. BILLING PROCEDURES

Water bills shall be presented on a quarterly basis. Water bills shall be calculated based upon base rate and/or usage rate in accordance with the provisions of this Ordinance and in particular with the provisions of **PRIVATE USER RATE (See addendum A)**. A ten (\$10.00) dollar late fee will apply if account is not paid in full by the designated date on the bill. Should bill not be paid in full by the designated date said property will be subject to delinquent and lien proceedings (RSA 38:22) Upon placing the lien upon the property the interest will automatically increase to 18% per annum as prescribed in RSA 38:22.

B. BILLING

All billing for the water service shall be made to the owner of the property as listed on Town Tax records. Outstanding water bills constitute a lien against the property as described in section 2. Par. A.

All bills shall be paid at the Carroll County Business office, 95 Water Village Road, Ossipee. Bills may be paid during normal business hours. Payments may be made either by mail or in person.

C. TERMINATION OF SERVICE BY CUSTOMER

The customer may terminate service after written notice at least fifteen (15) days in advance of requested termination date. Notice must be made by the property owner of record as identified by Town Tax records. Service will be disconnected by the Water Department within fifteen (15) days of proper notification. Termination will include removal of meter, all appurtenances and termination of the service line to the main including the curb stop.

D. TERMINATION OF SERVICE

Any service may be terminated by the Carroll County Commissioners after proper notification for the following reasons:

- (1) An illegal service connection.
- (2) A cross connection to any other water supply.
- (3) Tampering with service connections.

- (4) Denial of access to a member of the Water Department in accordance with section 1. Par. K.
- (5) Non-compliance with a Water Department request to curtail use of water under conditions set forth under section 1. Par. O.

E. DISCONNECTION OF SERVICE

1. The Water Department may disconnect service to customers at the discretion of the Carroll County Commissioners with appropriate notice only under the following conditions:
 - (a) The customer has failed to abide by the terms of an agreement pertaining to the water system with the County of Carroll. (including non-payment of account)
 - (b) The customer unreasonably refuses access to his premises for the necessary inspection or repair of Department property.
 - (c) If so ordered by any State agency having jurisdiction over the Department (for example the State Board of Health etc.)

F. LIENS AND COLLECTION OF CHARGES

1. All liens for services furnished to customers shall create a lien upon the real estate where the service is provided. The Carroll County Commissioners utilize the lien collection procedures set forth under RSA Chapter 38, and in particular RSA 38:22, as amended from time to time.

2. DISCONNECTION PROCEDURE

- (A) Notices will be mailed in accordance with section 2. Par. A., (page 4). Accounts are subject to disconnection for any one or more of the reasons set forth under section 2. Par. E., (page 5).
- (B) The services will be disconnected between the hours of 8:00 am and 3:00 pm only. Service will not be disconnected on any day preceding a day that the County Business Office is closed to the public. This means that water will not be shut-off on a Friday or on days preceding a Holiday unless so requested by the property owner.

An attempt at personal contact will be made between the employees of the Water Department and an adult occupant of the premises. If no contact can be made, the water is to be shut-off and a note left explaining how service may be restored.

3. EXTENSION OF MAIN

- (A) Any extension of mains by persons or entities other than the Water Department shall only be done with the permission of the Carroll County Commissioners. Plans shall be submitted to the Water Department, the Carroll County Water Commissioners and the New Hampshire Water Supply and Pollution Control Commission and will show all pertinent information. No construction shall be done until approval by all agencies having jurisdiction has been obtained.
- (B) The size of all mains to be installed shall be determined by the Water Department, with approval of the Carroll County Commissioners. Generally the minimum sized main shall be eight (8) inches in diameter.
- (C) The installation of all gates and valves to insure adequate control of the system shall be approved by the Water Department.
- (D) The construction of any main extension shall be done by a qualified contractor only, and such construction shall be under the supervision of the Water Department. No backfilling or covering shall be done until the Water Department inspector has approved the lay of the pipe, alignment, etc. The cost of such inspection shall be billed to the owner or contractor at the current labor rate set by the Carroll County Commissioners.

- (E) Pipe shall be laid at a minimum depth of six (6) feet and at a depth of seven (7) feet whenever possible, measured from the top of pipe.
- (F) All permits to cross highways, roads, or street, and any rights-of-way over the land of others shall be the responsibility of the contractor and/or his agent and the Water Department. A copy of the approval shall be filled with the Carroll County Commissioners.
- (G) At all times when pipe laying is temporarily suspended, the open end of the pipe shall be closed by temporary, watertight plugs. If water is in the trench when work is resumed, the plugs shall not be removed until the danger of water entering the pipe is eliminated.

G. FIELD TESTING

After main construction has been completed, the pipe shall be tested for pressure and leakage. For these tests the contractor shall furnish an approved water meter, pressure gauge and necessary pumping equipment. He shall also furnish and install suitable temporary plugs or caps. Unless it has been already done, the section of pipe to be tested shall be filled with water of the approved quality and all air expelled from the pipe. Blow offs shall be provided as near as practicable to the point where the line comes off the main to allow disinfection and to provide the Department access to the line for testing and sampling.

For the pressure test the contractor shall, by pumping, raise the water pressure (based on the elevation at the lowest point of the section under test and corrected to the gauge location) to a pressure in pounds per square inch numerically equal to the class rating of the pipe. If the contractor can not achieve the specified pressure and maintain it for one hour, the section under test shall be considered as having failed the pressure test.

Following a successful test the contractor shall accomplish a leakage test by metering the flow of water into the pipe while maintaining a pressure equal to the average pressure to which the pipe will be subjected under normal conditions of service for at least two (2) hours. This shall be done by placing the section under system pressure or by pumping. No installation will be accepted if leakage is greater than 23.3 gallons per day (GPD) per mile of pipe per inch of diameter for pipe in eighteen (18) foot lengths at a nominal pressure of 150 PSI. $L = (NDVP/3700) \times P$, in which L is the allowable leakage in gallons per hour, N is the number of joints in the pipe being tested, D is the inside diameter of the pipe and P is the average test pressure during the leakage test in pounds per square inch gauge. If the section fails to pass the pressure test, the leakage test or both, the contractor shall do everything necessary to locate, uncover, (even to the extent of the whole section) and repair or replace the defective pipe, fitting or joint all at his own expense. If, in the judgment of the Water Department it is impractical to follow the foregoing procedures for any reason, modifications in the testing shall be made as required and approved, but in any event the contractor shall be responsible for the ultimate tightness of the line within the above leakage requirements.

H. DISINFECTION

Disinfection of the newly installed main shall be done under the supervision of the Water Department and in accordance with standing operating procedures of the Water Department.

I. HYDRANTS

Hydrants shall be installed at a minimum of every one thousand (1000) feet or at locations determined by the Water Department in cooperation with the Fire Chief. These hydrants shall be provided by the contractor at his expense and must meet the specifications of the Water Department. Upon acceptance of the main extension, the maintenance, repair or replacement of such hydrant shall become the responsibility of the Water Department. All hydrants shall be of the Clow, Eddy Hydrant type #F2640, 5 1/4" valve opening, length 6', traffic style open left, fitted with two (2) each, 2 1/2" hose connections one (1) each of 4 1/2" steamer connection, with the steamer connection facing the traveled way. Each hydrant shall be provided with an approved gate valve at easily accessible locations, off the traveled way and fitted with a gate box and cover.

3. SPECIFICATIONS

- (A) Mains – All mains shall be push-on joint ductile iron pipe conforming to American Water Works Association (AWWA) specifications class 52 with cement line.
- (B) Joints – Joints shall be the approved equal to the Tyton Joint as manufactured by the U.S. Pipe and Foundry Company. A minimum of two (2) bronze wedges shall be provided at each joint for pipes up to 4" diameter and four (4) such wedges for larger pipe.
- (C) Cutting of ductile iron pipe shall be done with an approved pipe cutter, and not by the use of a hammer and chisel. All ends will be examined for cracks caused by cutting.
- (D) Tapped connections in ductile iron pipe without bosses shall not exceed the following:

<u>Pipe Size in Inches</u>	<u>Size of (Corporation) Tap</u>
6	¾"
8	1"
10	1 ¼"
12	1 ½"

Based on three (3) full three-quarter inch (¾") threads in tap.

- (E) The service pipe from the main to the curb box shall be copper, type K of at least three quarter inch (¾"). The corporation stop shall be brass and of the flared or compression type, also providing continuity of service pipe and main. The service pipe specifications shall be determined by the Water Department.

(F) **GATE VALVES**

Buried gate valves shall be 150 pound non-rising stem, iron body, bronze mounted, double disk, parallel seated gate valves conforming to the American Water Works Association (AWWA) specifications for gate valves or Ordinary Water Works Service (C500), insofar as applicable. Buried valves shall be provided with gate boxes and extension rods to bring the operation nut to within five (5) feet of the finished grade. In addition, valves must meet the following requirements:

- 1) They shall have 2" x 2" operating nuts.
- 2) They shall have "O" ring stuffing boxes.
- 3) Operation nuts shall be turned counter clockwise to open.
- 4) The design of the valve shall be such as to permit packing the valve while in service without undue leaking.
- 5) They shall open counter clockwise.

The contractor shall furnish and install tie rods, retainers, couplings, and accessories to prevent the movement of branch valves as directed by the Water Department.

4. CONNECTIONS TO EXISTING MAINS

The contractor shall make all connections to the existing mains as indicated on the drawings as specified by the Water Department. The contractor shall furnish all pipe, fittings, valves, tapping machines and appurtenances. The contractor shall do all required by specification. Existing pipeline damaged by the contractor shall be replaced by him at his expense in a manner approved by the Water Department.

5. DISINFECTION

Disinfection of water mains shall be accomplished in accordance with standards of the Water Department and the New Hampshire Water Supply and Pollution Control Commission. The contractor shall provide all necessary equipment required and shall furnish means of disposal for water used in flushing and disinfection as to insure no damage to roadways and adjacent properties and to prevent the contamination of other water supplies.

- (A) Flushing – The water main shall be flushed prior to disinfection. The flushing rate shall be at least 2.5 feet per second for mains smaller than twenty inches (20”) in diameter, until water quality is determined to be acceptable by the Water Department.
- (B) Disinfecting - A chlorine solution shall be fed into the main being disinfected at a concentration of at least fifty (50) parts per million available chlorine. To insure that the required concentration is maintained, chlorine residuals will be obtained. The chlorine solutions must remain in the pipe for at least twenty-four (24) hours. If this is achieved, the final flushing can be accomplished and chlorine samples taken to insure that the heavily chlorinated water has been flushed from the pipeline. This can be determined when the chlorine residual leaving the main is equal to or less than that of the existing system.
- (C) Bacteriological Testing- After final flushing and before the main is placed in service, a water sample shall be collected from the end of the line and tested for bacteriological quality shall show an absence of coli form bacteria. This work shall be done by the Department. If the initial disinfection fails to provide satisfactory results, the disinfection process shall be repeated by the contractor

6. ACCEPTANCE OF MAIN EXTENSION BY THE CARROLL COUNTY COMMISSIONERS where

Upon the satisfactory completion of all required tests and conditions of these Rules and Regulations, the owner of said new extensions may petition the Carroll County Commissioners in writing to accept the extension

Such acceptance is contingent upon the submission of a complete “as built plan” to the Commission for future use of the Water Department, a written statement of agreement to these Rules and Regulations, and payment in full of any charges incurred to the Water Department during construction. If accepted by the Commissioners, the Water Department will, from that date forward, assume responsibility for the operation, maintenance, repair or replacement of said extensions.

7. PURPOSE

This document is intended to be the Rules and Regulations for the operation of the Carroll County Water System. As such, they are subject to change by the Carroll County Commissioners. Wherever in conflict with other applicable regulations (i.e. BOCA Plumbing Code, Regulations of the State of New Hampshire Water Supply and Pollution Control Commission, Federal Government, etc.), the more stringent regulation will take precedence.

8. FROZEN WATER MAINS AND SERVICE LINE POLICY

Lines reported to be frozen during the normal work day (8:00 am to 4:00 pm) will be addressed as follows:

- (A) An attempt to restore service the same day will be undertaken. If or when several lines become frozen, the priority will be to thaw the mains first and the services thereafter in order of decreasing number of customers, if known.
- (B) Frozen lines reported after 4:00 pm will be addressed the following morning including Saturdays, Sundays, or Holidays. A genuine attempt to service customers on a first call basis will be made. Exceptions to this policy can be made, as determined by the Carroll County Commissioners, when they are in the best interests of the County of Carroll Water System.

9. CHARGES FOR RESTORATION OF FROZEN SERVICE LINE

- (A) The property owner assumes the expense from the **curb box** to the meter, with the exception of the PITs which will be the responsibility of the Water Department. The property owner shall assume the additional expense from the curb box to the main, including to street side of the meter, with the exception of the meter.
- (B) When determined by the Water Department that the service line is frozen beyond the meter (the exception being PIT meters as described in paragraph 11.A.), a thawing service will be provided by

the Water Department at a fee to the customer.

- (C) Interior plumbing is a homeowner or customer condition for which the Water Department will not be responsible. The Water Department may offer advice and/or assistance at the Water Department's discretion.
- (D) All frozen water lines on this system will be handled under this policy. Should conditions occur not covered by this policy; the Carroll County Commissioners shall make a determination, which shall be final.

10. ESTABLISHMENT OF RATES

- (A) The Commission shall establish and adopt a rate system for water charges. Its purpose shall be the basis of computing the quarterly and/or annual bill. The Water Department shall send out quarterly bill to its customers (recorded owners of the property). The billing shall be sent out the first part of each quarter and this amount shall be due and payable no later than the 15th day of the following month. If not paid, a late fee shall apply and the lien and collection procedures set forth under RSA Chapter 38, and in particular RSA 38:22, shall be utilized.
- (B) The Carroll County Commissioners determine the rate within the rate system governing each customer's bill. (See addendum "A" for current rates)

The User Rate is for each metered installation. This rate will be expressed as a flat rate per quarter plus an additional fee per-hundred gallons used.

11. RATE SYSTEM

All the necessary information to compute rates and charges shall be listed on the water rate system form which will be provided to each customer for their information and use.

ADDENDUM "A"

WATER RATE SCHEDULE

PRIVATE USER RATE:

\$100.00 per quarter base rate plus \$.40 per hundred gallons used.

The User Rate customers and will be assessed as long as the meter remains installed.

Disconnection and / or seasonal Shut-off	\$25.00
Re-connection and / or seasonal turn-on	\$25.00

NOTE:

A change in ownership incurs a disconnection fee (\$25.00) and a re-connection fee (\$25.00). This is an administration fee...terminating an account, meter reading, computer changes and statement adjustments.

SERVICE CALL requests for verifying meter accuracy, frozen pipes, investigating leaks etc. will carry a minimum service call fee of \$25.00 for the first hour plus. If the issue being addressed falls within the purview of the Water Department (malfunctioning meter, frozen main line or a problem within the meter pit) all fees will be waived.

These Rules and Regulations shall become effective January 1, 2003.

Duly enacted this Day of 2003 by the Carroll County Commissioners, County of Carroll, State of New Hampshire.

By Carroll County Commissioners

Marge Webster, Chair

David Sorensen, Vice-Chair

Randy Lyman, Clerk