

WILBRAHAM WATER REGULATIONS
2001

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**TOWN OF WILBRAHAM WATER DEPARTMENT
RULES AND REGULATIONS**

BOARD OF WATER COMMISSIONERS

Leland P. Miner, Chairman

Albert E. Kirk

Zigmund A. Peret

I. RULES AND REGULATIONS FOR USERS

The following rates and regulations, and all subsequent changes in same or amendments and additions thereto, shall constitute a part of the contract with every person, corporation and owner of property supplied with Town water, and every such person, corporation and property owner using such supply shall be considered as having expressed consent to be bound thereby.

A copy of these regulations may be obtained upon application, and all persons are requested to read the same carefully, as failure to know the Rules and Regulations will not excuse anyone from the consequences of neglect or infringement of such Rules and Regulations.

A. ENTRANCES

All applications for the use of Town water must be made in writing to the Water Department and must be signed by the owner of the property.

Installation of water service or services by the Wilbraham Water Department will be billed to the owner at cost of labor and materials plus overhead. Overhead will be charged at a rate of 25% of the material cost, and reflect the Department's operating expenses.

B. WATER RATES

Water rates will be established by the Board of Water Commissioners on a per cubic foot basis. One cubic foot equals 7.48 gallons of water.

The minimum charge for each installed meter other than fire service meters will be made semi-annually. This charge shall be determined by the Board of Water Commissioners. Users of unmetered Fire Service connections shall pay a annual standby charge (see Appendix A: Fees) for each such connection.

To encourage industrial and commercial development, and be competitive with water rates in other communities, a Special Commercial Rate is offered to any commercial or industrial customer whose water use is equal to or greater than 1/25th (4%) of the Water Department's 3-year average annual total billed use.

The rationale is that such a user:

1. Practices water conservation because it is a significant cost element in total operating cost.
2. Pays for commercial services such as inspection of back-flow prevention devices fully covering the cost of these services.
3. Consumes department services at a rate significantly less than the usual user, thereby absorbing a significant portion of the department's fixed costs.
4. Is aware of the unusually inexpensive commercial water rate available in Springfield.

C. CONSTRUCTION USE

Where water is required for construction purposes, at the discretion of the Water Superintendent, a meter shall be installed at cost of labor and materials plus overhead with minimum charge set by the Board of Water Commissioners (see Appendix A: Fees) and water used will be charged at the established rate. Loss or damage of the temporary meter or other equipment loaned for any purpose shall be billed to the applicant or Water customer at current replacement cost. A deposit equal to the replacement cost of the meter will be required in advance of each such temporary connection.

D. GENERAL RULES

1. The Town water is said to be supplied or delivered to any premises when it is furnished to the meter valve on such premises, whether the water is used or not.
2. The owner of the property supplied will be charged for all water furnished the premises during his ownership, and will be held liable for all charges on the account of same. When the ownership of the property changes, the full name and address of the new owner shall be given to the water office at once, in order that bills may be properly rendered. New owners shall be responsible for the payment of subsequent water bills.
3. Every service pipe must be provided with a stop, waste cock or valve, meter backflow device at the point of entry and easily accessible and fully protected from freezing; all pipes in such premises must be laid and so arranged that they can be fully drained by such stop-cock or valve. All persons taking the Town water shall keep their service pipes within their premises in good repair and protected from frost or damage by other causes.
4. The Water Department will not be held responsible for supplying water at a time of power or mechanical failure or for any other interruption of service beyond its control.
5. Whenever any Town-owned water main is laid in a duly approved private street or

way, the owners of such street or way shall grant to the Town of Wilbraham such rights and privileges as the Board of Water Commissioners may deem necessary and to include the following exclusive rights:

- a) The right to maintain forever such water pipes as said Board may see fit to lay in said street or way;
 - b) The right to control forever any and all connections and installation.
 - c) The right to enter forever and open said street or way at any and all times for the purpose of exercising the aforesaid right or any rights granted to said Town in the premises.
 - d) The rendering of separate and independent bills for Town water supplied to individual customers through separate service pipes connected to any privately-owned water mains or pipes (in both public and private street ways) shall be contingent upon the exclusive control by the Water Department of such connections and their appurtenances and subject to any general or special requirements which the Board of Water Commissioners may deem necessary for the mutual interest to the Town and the customers.
6. No water taker shall be allowed to supply water to any dwelling other than the one in which the meter has been located. No person shall take or carry any Town water from any public hydrant, watering tank, or fountain, without the consent of the Water Commissioners.
- a) Public fire hydrants are installed and maintained by and at the expense of the Water Department for the sole purpose of fire protection. The members of the Fire Department may operate the same for the legitimate purpose of extinguishing fires. No other use of such hydrants shall be made without the consent of the Board of Water Commissioners and/or the Director of Public Works.
 - b) No plumber or other person except an employee of the Water Department shall tap any Town water main under the control of the Water Department or connect any service pipe therewith before the meter, nor shall any plumber or any other person turn on or shut off the water from any service pipe connected to such water main. The Town regards such actions as larceny of property and will prosecute seeking a criminal complaint.
 - c) No person shall be awarded any abatement, compensation, or damages due to shutting off or limitations of the use of water for any cause, which the Board of Water Commissioners may reasonably deem necessary. The rendering of separate and independent bills for Town water supplied to individual customers through separate service pipes connected to any privately-owned water mains or pipes (in both public and private streets or ways) shall be

contingent upon the exclusive control by the Water Department of such.

7. The Board of Water Commissioners reserves the right in times of emergency to shut off the water temporarily without notice (although it is intended to give such notice when possible) for necessary repair, extension, alterations, or other necessary work connected with the distribution system.
8. All customers having boilers or domestic water heaters on their premises not fitted with vacuum valves or other safety devices, or not supplied through tanks, are hereby cautioned against danger of collapse, and are notified that neither the Town, nor its department personnel, will be responsible for damages resulting from the shutting off of water.
9. A customer shall be awarded any abatement, compensation, or damages due to the shutting off or the limitation of the use of water for any cause, which the Board of Water Commissioners may reasonably deem necessary. As public interest may require, the Board of Water Commissioners reserves the right to limit or prohibit use of Town water for production or manufacturing purposes (except for feeding steam boilers). Further, when the Massachusetts D.E.P. may so require, the right is reserved to stop or limit the use of water for fountains, garden hose, lawn sprinklers, and similar items, and all manufacturing purposes.
10. Any omission or delay on the part of the Board of Water Commissioners or its personnel in exercising the rights reserved under sections 7-9 shall not constitute or be construed as a waiver of such rights.
11. The Board of Water Commissioners, the Water Department and their personnel shall be permitted free access at all reasonable times and hours to all parts of the building or premises of any water taker, for the purpose of installing, testing, removing, repairing, or reading meters, or to examine the water pipes and their appurtenances and the manner of their use. A water taker's refusal of access at reasonable times shall constitute grounds for shutting off the water, but only after a seven (7) day notice from the Board of Water Commissioners.
12. If any customer shall violate any of the foregoing Rules and Regulations, his water supply will be stopped and will not be turned on again until rectification is made and the expense paid by the customer for the costs of shutting off and turning on. (See Appendix A: Fees)

E. METERS

The entire supply of Town water through each separate service tap and pipe for any and all premises, must be furnished through one primary meter, and at established rates; all water passing through such meters will be charged to the owner of the property supplied, whether the water is used or wasted.

1. The necessary meters, which shall have been approved by the Board of Water Commissioners, shall be installed by the Water Department at the expense of the property owners, and shall remain the property of the Town of Wilbraham Water Department
2. Such meters may be located between the street-valve or curb-stop and the premises of buildings supplied, or within such premises or buildings, as may be determined by the Superintendent; and, if located within such premises or buildings, they must be placed adjacent to the owner's shut-off valve or stop and waste cock.
3. Only authorized employees of the Water Department will be allowed to install, remove, repair, or adjust any primary meter.
4. The property owner must keep all such primary meters on his premises easily accessible for reading and inspection at all times.
5. The cost of the ordinary care and repairs of all primary meters is borne by the Water Department; the cost of unusual repairs (e.g., necessitated by freezing, hot water, tampering,) due or attributable to any negligence or other wrongdoing on the part of the user shall be borne by the property owner. Meters will be removed and checked for faulty operation at the request of the property owners. A service charge (see Appendix A: Fees) will be assessed to the property owner if the meter is found to be accurate or under-registering within 1 ½%. No charge will be made for meters found to be over-registering.
6. If additional or auxiliary meters are wanted for the purpose of determining subdivisions of supply through primary meters, they may be furnished at the expense of the property owner who must assume all responsibility of reading and maintaining same.
7. All water meters shall be equipped with outside readers as approved by the Board of Water Commissioners, and installed by the Water Department where considered by them most appropriate and convenient. These readers shall remain the property of the Water Department.

On new water installations, the meter and outside reader shall be installed at the same time; the cost of the entire metering system shall be borne by the property owners. On installations where meters already exist, readers shall be installed as rapidly as time and conditions permit as judged by the Board of Water Commissioners. The cost of these installations shall be borne by the Water Department. Other costs from the curb box to the house are the responsibility of the homeowner.

Costs or ordinary care and repair of all outside readers will be borne by the Water Department. Cost of unusual repairs due to carelessness or neglect on the part of the user shall be borne by the property owner.

F. METER TAMPERING

Any evidence found on the property owner's premises of attempting to divert water from being run through and recorded by the Water Department meter will be considered meter tampering. This can include, but not necessarily be limited to, broken or cut lead seals at the meter; removal of, or obvious tampering with the meter and/or its components; or diversion of Town water prior to its passing through the meter.

When meter tampering is suspected, a firmly worded letter will be sent by the Board of Water Commissioners to give the property owner opportunity to be heard as to why steps to prosecute shall not be taken requesting appropriate financial redress for estimated water usage that may have been consumed but not recorded. If no satisfactory response to this letter is received by the Board, a second letter will be sent notifying the customer that the existing meter will be replaced at the property owner's expense on the assumption that the current meter is now suspect functionally.

Failure to respond to the Board's request for redress relative to the above may result in water shut off and/or other action by the Board under Mass. Gen. Laws Chapter 165, Section 11 in Criminal Court or Chapter 266, Section 25 and all other applicable statutes of the Commonwealth.

G. BILLS AND PAYMENTS

1. Meters are read at regular intervals for billing, so far as it may be practicable to do so, and the charges rendered are for semi-annual periods as shown on the bills. Consumers are advised to take readings of their meters as frequently as may be convenient, as possible leaks or excessive usage may be sooner detected and subsequent large bills prevented.
2. When the meter is not available for reading, the meter reader will leave a card for the owner to return to the Water Department. If the card is not returned in time for normal bill preparation, the owner will be billed for half of his preceding year's total.
3. Unpaid bills rendered in the previous calendar year may be added as a lien to the Real Estate Property Tax for the current year, Section 42A through 42F, inclusive.
4. The Board of Water Commissioners and its personnel will undertake to deliver to property owners via the U. S. Postal Service the original bills for water and other charges against them, as committed by the Board of Water Commissioners, and the sending of such original bills may be deemed to constitute a sufficient notification of same and a demand for their prompt payment. The failure of the property-owner to receive his bill does not relieve him from the obligation of its payment nor from the consequences of its non-payment as required. Subsequent courtesy notices of delinquent bills may or may not be given to such property-owners, as may be determined by the Board of Water Commissioners from time to time.

5. All bills due to the Water Department of the Town of Wilbraham are payable to the Town Collector and must be paid within thirty days after billing date.
6. A charge will be made for turning water service on or off. (See Appendix A: Fees)
7. An additional charge for over-time will be charged in the event the turn-on or turn-off request falls outside normal working hours.

II. INSTALLATION AND CONSTRUCTION

It is the purpose of Section II of these Rules and Regulations to control material, quality, and manner and methods of installing water mains on land or subdivisions opened for housing development on private streets and other locations so that future maintenance and operation and so that the pipeline and appurtenances shall be constructed in accordance with Water Department standards.

A. SUBMISSION OF PLANS FOR APPROVAL

Before any water mains and appurtenances which are to be connected to the public water supply are laid, or materials acquired, plans shall be submitted for written approval to the Board of Water Commissioners, showing size of pipe proposed together with all property subdivision and lot lines. No mains shall be laid nor appurtenances installed until written approval of the Board of Water Commissioners has been obtained (See Appendix C: Materials Water Department Standard).

B. NUMBER OF PLANS TO BE SUBMITTED

The developer shall submit to the Water Department three (3) sets of plans showing the water main installation as proposed. All plans prepared using AutoCAD shall be submitted on disk or CD to the Wilbraham Engineering Department. These plans shall be in addition to the plans required by the other Town Boards and Departments and shall include a profile of all streets. The profile shall be based on U. S. Coast and Geodetic datum and each drawing shall refer to a local benchmark.

C. CONSTRUCTION

No water mains shall be laid until the proposed subdivision plans have been approved by the Planning Board of Wilbraham; nor until plans of the water installation are filed with, and approved by, the Board of Water Commissioners; nor until the proposed streets and ways have been brought to proper sub-grade; nor until entry fees have been paid

1. The Water Department shall be given 7 days written notice prior to the start of water main construction but said notice shall not be sent unless the development roadway in the water main construction area is at subgrade.
2. The Water Department shall assign an inspector to the water main project. The developer will be billed by the inspector for his charges, (see Appendix A: Fees), which must be paid before project approval will be granted by the Board of Water Commissioners.
3. The construction foreman or subcontractor shall cooperate with the inspector's orders regarding correction of work under this Board's Rules and Regulations. Failure to comply promptly shall be cause for the inspector to issue a work stop order, which can be rescinded only by the Water Board in writing.

4. No water service will be provided until the water system is inspected and approved in writing by the Superintendent of the Water Department. The Water Department will provide forms for this purpose, one executed copy of which shall accompany plans submitted for approval.

D. LOCATION OF MAINS

On fifty (50) foot wide streets, the water mains shall be approximately eighteen (18) feet from the sidelines. On north and south streets, the main shall be eighteen (18) feet west of the east location line; and on east and west streets, the main shall be eighteen (18) feet south of the north location lines. Actual locations may be varied by the Superintendent of the Water Department if site conditions dictate.

E. SIZE OF MAINS

Unless otherwise required and/or approved by the Board of Water Commissioners, the minimum size of water mains shall be eight (8) inches in diameter.

F. GROUND ELEVATION AND WATER SERVICE

Elevations to which water service can be provided vary from area to area in the Town. Levels to which lines may be laid shall be determined in each instance by the Board of Water Commissioners on the basis of site conditions, sound engineering and construction practices and principles, and with reference to all applicable laws, codes, and regulations. However, such designation shall not be a guarantee by the Board of Water Commissioners of trouble-free service. As a condition of approval of laying mains to any level, the Board of Water Commissioners may impose as a condition that a booster pumping station be provided by the applicant, in accordance with the provision for pumped distribution systems.

G. PUMPED DISTRIBUTION SYSTEMS

If the developer is building on an elevated area, the Board may require the installation of a Water Booster Station as defined in 310 CMR State Water Regulations complete with equipment and controls and in excellent operating condition at no cost to the Water Department. All equipment used, controls provided, and construction needed, shall require specific approval in each instance by the Board of Water Commissioners and permitted approval by D.E.P. Water shall not be provided until such Water Booster Station has been built in accordance with approved plans, inspected by authorized agents of the Board of Water Commissioners and approved by them.

H. CHARGE FOR CUT-INS TO DEPARTMENT MAINS

The developer shall pay for all materials, labor, tools, equipment, main lines valves, street repairs, traffic controlling supervision, together with the necessary overhead items in connection with the installation of water main cut-ins to existing Water Department

mains. All work of connecting new mains shall be done by the Water Department or a water main contractor approved by the Department.

I. WATER MAINS TO BECOME PROPERTY OF THE TOWN

On completion of laying water mains and approval of work by a representative of the Board of Water Commissioners, the water mains laid under these Rules and Regulations will be taken over by the town and become part of the Water supply system subject to the conditions that the developer, for one year following the date of the taking of the mains by the Town, shall assume all liabilities and cost resulting from defects in materials or workmanship.

J. FIRE SERVICE CONNECTIONS

Fire Service connections to the water distributions system will be allowed by the Water Department following the filing of a request for such service, the approval of plans for all piping and appurtenances including any in connection with such service, and upon payment of all costs both on public and private property by the applicant. In addition, the applicant shall pay an annual fire charge (see Appendix A: Fees) for service connections and shall pay for all water used. The applicant shall pay for the cost of all labor, materials, tools, and equipment, as well as all necessary and related services and overhead charges in connection with all pipeline, meter hydrants, valves, and related appurtenances including necessary meter pits on both public and private property. Construction work of this nature on public property (see Appendix E: Water Department License Contractor Form) shall be by a contractor licensed by the Water Department. The Water Department shall have the right of approving all installations and inspecting same in connection with any fire service pipeline. All fire service pipelines shall be designed in a manner and with materials (see Appendix C: Water Department Material Standards) satisfactory to the Water Department. All costs in relation thereto shall be borne by the applicant. The applicant herein referred to shall be the owner of the property requesting and using the fire service pipeline or pipelines. Maintenance of these pipelines and valves must be satisfactory to the Board of Water Commissioners and shall be at the expense of the user (see Appendix C: Water Department Material Standards)

K. COST

All costs of constructing the water mains will be paid by the developer and/or owner. The Wilbraham Water Department will not pay any of the costs whether they are direct or indirect. All labor, materials, and equipment furnished by the Water Department will be paid for by the developer and/or owner. All charges made by the Water Department shall be for actual costs incurred by the department plus overhead. Entry fees are shown in Appendix A: Fees.

L. PIPE AND FITTINGS

All pipes, glands, fittings, tapping sleeves, valves, and hydrants shall meet the

requirements of the Water Department, (see attached Appendix C: Water Department Material Standards) and require the approval by the Water Department Superintendent.

M. HYDRANT LOCATIONS

All hydrants shall be located as specified by the Fire Department and approved by the Water Department. Hydrants shall be located where they shall not interfere with driveways and where they can be used for line flushing.

N. GRAVEL BORROW FOR FILLING

Gravel for filling the foundations under the main shall be composed of hard, durable stone and coarse sand, practically free from loam and clay, and when spread and compressed, shall present a stable foundation. The gravel shall be uniformly graded and shall contain no stone having a dimension greater than three (3") inches from one end to another. All service laterals off the main shall be filled with sand six (6") inches below and above the line.

O. LAYING OF PIPE

Pipe shall be laid at locations specified under "Location of Mains." The minimum cover over the pipe shall, in all cases, be five (5') feet and where culverts cross the line of locations, the pipe shall pass under the culvert, if necessary, to obtain the required minimum cover. The minimum clearance between culverts, and the outside surface of the pipe shall, in all cases, be six (6") inches or greater.

Pipe shall be laid in accordance with the manufacturer's requirements for laying of pipe. Poured concrete thrust blocks, of approved size, shall be installed against undisturbed trench wall earth at all tees, fittings and changes in direction of the pipeline to resist the unbalanced thrust.

Before laying of the pipe, it shall be inspected and no broken or cracked pipe shall be placed in the pipeline. Each pipe, before being laid in the trench, shall be carefully cleaned throughout. Open ends of the pipe shall be plugged or otherwise effectively closed during the work and before leaving the work each night or at any other time when the work is closed down.

P. STERILIZING PIPE AND FITTINGS

The completed pipeline shall be disinfected with a chlorine concentration of at least 50-PPM prior to being placed into service. The chlorine shall be installed in the new pipeline by one of the following methods:

- a) By attaching calcium hypochlorite tablets to the interior of each length of pipe or placing hypochlorite powder in each length of pipe as it is laid.

- b) By pumping or siphoning an approved sodium hypochlorite solution into the main during the initial filling operation.

The chlorinated water shall remain in the new pipeline for at least 24 hours to obtain complete sterilization. The chlorinated water shall not be permitted to flow into the existing water system. After flushing of the new main to a residual of 1 PPM or less, the water must pass a coliform test. The main may not be placed in service without the Water Department’s approval.

Q. PIPELINE TESTING

The scheduling of all pipeline testing is to be approved by the Water Superintendent with a minimum of three (3) working days’ notice. The owner and/or developer will furnish the necessary personnel, pressure pump, gauges and other apparatus as required and perform the pipeline testing. The owner and/or developer will repay to the Water Department all labor costs associated with providing a representative during the testing, as calculated by the Superintendent using the fee schedule (Appendix A: Fees.)

The pipeline shall be tested with water in lengths not greater than one thousand (1,000) feet, unless approved by the Board or Superintendent. Water used for this purpose may be drawn from the existing water system. The gate valve isolating the new water main from the existing system may be operated by Water Department personnel. A pressure and leakage test shall be performed simultaneously. The pressure for these tests shall be 150 psi and tested from the lowest elevation hydrant in the new main area. For pressure testing fire service lines, testing is to be done at the end of pipe after it enters the building. All air shall be expelled from the new pipeline and the pipeline shall be isolated by closing gate(s) between the existing system and new area. A representative of the Water Department shall record the amount of water pumped into the pipeline to maintain pressure within 5 psi of the test pressure for 6 hours. Any defective joints, pipes or fittings shown by the test shall be located by the developer or owner and replaced or repaired and the test repeated until there is no leakage detected or its within the acceptable range.

MAXIMUM ALLOWABLE LEAKAGE (GAL. /HOUR PER 1000 FT. OF PIPELINE)

NORMAL PIPE DIAMETER (inches)

1”	2”	3”	4”	6”	8”	10”	12”	14”	16”	18”	20”	24”
.10	.19	.28	.37	.55	.74	.92	1.10	1.29	1.47	1.66	1.84	2.21
(Gallons per hour @ 150 P.S.I)												

R. REFILLING THE TRENCH

As soon as practicable after the pipe is laid and the joints completed, the pipeline shall be secured in place by selected earth, free from stones, greater in size than (3) inches, from one end to another. This earth shall be thoroughly rammed under and then around the

pipe to a level with its crown between joints. No covering of the poured joints or filling of the joint area shall be done until after the pipe joints are tested by water pressure, unless by special permission from the representative of the Board of Water Commissioners. After the joints are tested, they shall be filled with selected earth thoroughly rammed under and around the joints, and to the same level of the fill between the joints.

After the pipe has been tested and found to be satisfactory, any space between the pipe and the sides of the trench shall be packed full by hand shoveling with selected earth, free from large lumps and free from stones, having any dimensions greater than four (4) inches and thoroughly compacted with a tamper and placed up to a level of one foot above the top of the pipe. The filling shall be carried up evenly on both sides. While this part of the backfilling is being done, at least one man tamping shall be provided for every two men shoveling backfill material in the trench.

No heavy stone or rock shall be dropped into the trench, nor shall large masses of backfilling material be dropped (as from a clam shell or front-end loader bucket) into the trench in such a manner as to endanger the pipe. No piece of rock weighing more than 50 pounds shall be placed in the trench. If heavier stones are found in the material used for backfilling, they shall be broken up before placing in the trench. No frozen earth shall be used as backfill material.

S. HYDRANTS AND HYDRANT CONNECTIONS

All hydrants branch connections shall be made using six (6) inch ductile iron pipe, with mechanical joints except a flanged valve and tee shall be provided. Six (6) inch valves and valve boxes shall be placed in all hydrant branch connections. In general, hydrants shall be located in future tree belt locations. If the tree belt location is to be between the inside of the walk and location line, then the back of the hydrant shall be at the highway location line.

In setting of hydrants, the trench shall be excavated around the hydrant, to a width of three (3) feet in every direction from the center of the hydrant. The hydrant shall be supported on a block of concrete or flat stone having at least two (2) square feet area and the hydrant shall be braced against the undisturbed earth of the trench with a concrete block or flat stone having at least four (4) square feet of area. After the hydrant is set, the excavation shall be filled with the washed gravel within two (2) feet of the finished ground level.

T. LAYING OF PIPE IN LEDGE

Where the bottom of the trench is ledge or large boulders, the trench shall be excavated six (6) inches below the finish grade of the bottom of the pipe and backfilled to finish pipe grade with run-of-the-bank gravel well tamped.

U. LOCATION OF SHUT-OFF VALVES

Valves shall be placed in the proposed pipelines at locations such that small segments of each pipeline can be shut off without shutting down large portions of the new construction nor any of the Town distribution system.

Shut-off valve locations shall be as determined by the Water Department and will be arranged in such a manner, where hydraulically possible, as to shut off each individual block separately and still provide uninterrupted water service to all adjacent streets.

V. SIGNED STATEMENT OF COMPLIANCE

Prior to approval of plans by the Board of Water Commissioners, the developer and owner shall read and understand, and also agree to all the Rules and Regulations of the Wilbraham Water Department. They shall agree to pay all costs related to the project, or as billed by the Water Department. The Water Department will provide forms for this purpose, one executed copy of which shall accompany plans for approval.

**III. RULES AND REGULATIONS FOR EXTENSIONS OF WATER MAINS AND
ALLOCATION OF INSTALLATION COSTS FOR SAME
Adopted September 9, 1998**

A. EXTENSION OF MAIN IN PUBLIC WAYS OR IN PRIVATE WAYS

Definitions:

- a) Entry Fee: Entrance fee (Entry fee) shall mean the amount that has to be paid per metered service prior to requesting a water service installation estimate. (See Appendix A: Fees)
- b) Private way: For the purpose of these Rules and Regulations, a private way shall mean a existing street or way that is privately owned and used by abutting land owners in semi-public fashion and is private only by reason of the fact that it has not been laid out and accepted as a public way or street by the Selectmen and by vote of a Town Meeting.
 - 1. The Entrance Fee is required for all service lines except if the installation of water main in a existing public or private way is initiated by owners of abutting land and all costs associated with extension of the water system are paid for by the property owners. Note: All extensions require Water Department approval.
 - 2. If the installation is initiated by the owners of less than 2/3 of the abutting land all costs shall be borne by the applicant owners and upon any basis that they may agree between themselves. All work must be approved by the Board of Water Commissioners. Any inspection costs or other services provided by the Water Department will be billed to the applicant. All private contractors installing water mains and or services must be licensed by the Water Department.
 - 3. If the installation is initiated by owners of more than 2/3 of the abutting land, the Water Department will assume the responsibility of designing, bidding, and installing the water extension as well as billing the cost of the project.
 - a) All owners shall sign an application form for the payment of the costs which shall be apportioned based on actual costs either by lineal foot frontage or divided equally; however, mutually agreeable as majority voted by the applicants.
 - b) All costs associated with obtaining deeds of easement rights, releases or other legal documents required for the water main extension shall be the responsibility of the applicants.

B. EXTENSIONS OF MAINS IN PRIVATE LAND OR LAND UNDER DEVELOPMENT UNDER PLANNING BOARD RULES AND REGULATIONS.

1. If initiated by the owners of the land, all costs are to be paid by the developer.
2. The developer will be required to pay the Entry Fee before making any connection to the Wilbraham Water Department distribution system.
3. All work to be done shall be in accordance with plans and specifications approved by the Board of Water Commissioners.

**APPENDIX A
FEES**

A. BACKFLOW PREVENTION DEVICE TESTING

THE FOLLOWING RATES ARE TO BE PREPAID BY PROPERTY OWNERS:

Reduced Pressure Backflow Preventer (RPBP) _____\$75.00
Double Check Valve Assembly (DCVA) _____\$75.00

B. WATER METERS AND WATER PIPES ON PRIVATE PROPERTY

A frozen water meter and/or water line on private property are the responsibility of the property owner. Repair work performed by the Wilbraham Water Department will be billed to the property owner using the fee schedule.

Water main and/or water service line leaks on private property are the responsibility of the property owner. The Water Department has the option of repairing the water line or permitting the property owner to use a contractor approved by the D.P.W. Director and Water Department Superintendent. Work that the Water Department performs will be billed using the fee schedule.

Problems associated with the plumbing system after the water meter is in a building, such as but not limited to; clogged filters, broken water heaters, leaking toilets, or broken faucets, are the responsibility of the property owner.

All materials used for the billable charges will be at a rate of 25 percent above Water Department costs to reflect overhead of the Department's operating expenses.

C. WATER SERVICE INSTALLATION ESTIMATE

All installation estimates are to be good for a period up to six months from date of estimate. All paid water service installation estimates are to be carried out and finished within six months from date of payment. After such date, the paid amount can be used toward an updated water service estimate if requested by original payer. Any exceptions to this procedure must be approved by the D.P.W. Director and/or Water Department Superintendent.

ENTRANCE FEES

Residential -----	\$1000.00
Commercial -----	\$1250.00
Fire Service -----	\$1000.00

**FEES AND FEE REGULATION SCHEDULE
APPROVED BY WATER COMMISSIONERS
MARCH 11, 2009**

CLASSIFICATION	REGULAR RATE	OVERTIME
Labor	\$45.00/hr	\$67.50/hr
Backhoe	\$100.00/hr	\$150.00/hr
Boring Tool	\$50.00/hr	\$65.00/hr
Pulse Jet De-icer	\$40.00/hr	\$55.00/hr
Inspection	\$75.00	N/A
Water Turn-on	\$35.00	\$270.00
Water Turn-off	\$35.00	\$270.00

METER TESTING

Tested at Wilbraham Water Department Shop

3/4"\$75.00
1"\$75.00

Tested by approved vendor (Price as of January 1, 1995)

1 1/2"\$150.00
2"\$150.00
3"\$225.00
4"\$225.00 minimum
6"\$225.00 minimum
8"\$225.00 minimum

ADDITIONAL FEES

Fire Service Standby Charge	\$100/yr
Builders Minimum Charge	6 month current minimum or 1500 cubic feet consumption (whichever is greater) plus \$250.00

APPENDIX B BACKFLOW

I. PURPOSE

- A. To protect the public potable water supply served by the Wilbraham Water Department from the possibility of contamination or pollution by isolating such contaminants or pollutants, which could backflow or backsiphon into the public water system.
- B. To promote the elimination or control of existing cross-connections, actual or potential, between its customers' in-plant potable water system, and non-potable systems.
- C. To provide for the maintenance of a continuing program of cross-connection control which will effectively prevent the contamination or pollution of all potable water systems by cross-connection.

II. AUTHORITY

- A. As provided in the Federal Safe Drinking Water Act of 1974, (Public Law 93-523), and the Commonwealth of Massachusetts Drinking Water Regulations, 310 CMR 22.22, the water surveyor has the primary responsibility for preventing water from unapproved sources or any other substances from entering the public potable water system.
- B. Town of Wilbraham, Board of Water Commissioners, Rules and Regulations, adopted 1966.

III. RESPONSIBILITY

The Water Commission shall be responsible for the protection of the public potable water supply distribution system from contamination or pollution due to the backflow or backsiphonage of contaminants or pollutants. If, as a result of survey of the premises, the Commission determines that an approved backflow device is required at the Town's water service connection or as in-plant protection on any customer's premises, the Commission, or its delegated agent, shall issue a cross-connection violation form to said customer or install approved backflow prevention devices. The customer shall, within a time frame determined by the Commission, install such approved device. Refusal on the part of the customer to install said device or devices may result in the termination of water service.

IV. DEFINITIONS

- A. Air Gap Separation: the method of preventing backflow through the use of an unobstructed vertical distance through the free atmosphere between the lowest

opening from any pipe or faucet supplying water to a tank, plumbing fixture, or other device and the flood rim of the receptacle. Approved and accepted by the reviewing authority as meeting an applicable specification stated or cited in this regulation or as suitable for the proposed use.

- B. Approved Backflow Prevention Device Devices: a method to prevent backflow approved by the department for use in Massachusetts.
- C. Atmospheric Vacuum Breaker: an approved backflow device used to prevent back siphonage, which is not designed for use under static.
- D. Auxiliary Water Supply: any water supply of unknown or questionable quality available to the premises other than the supplier's approved public potable water supply.
- E. Back Pressure: pressure created by mechanical means or other means which causes water or other liquids or substances to flow or move in a direction opposite to that which is intended.
- F. Back Siphonage: a form of backflow due to reduced or subatmospheric pressure within a water system.
- G. Backflow: the flow of water or other liquids, mixtures or substances into the distribution pipes of a potable water supply from any source other than the intended source.
- H. Backflow Preventer with Intermediate Atmospheric Vent: a device having two independently operating check valves separated by an intermediate chamber with a means for automatically venting it to the atmosphere, in which the check valves are force loaded to a normally closed position and the venting means is force landed to a normally open position.
- I. Barometric Loop: a loop of pipe rising at least 35 tons, at its top most point, above the highest fixture it supplies.
- J. Commission: the Town of Wilbraham Board of Water Commissioners or owner or operator of a public water supply system.
- K. Contaminant: any physical, chemical, biological, or radiological substance or matter in water.
- L. Cross-Connection: any actual or potential connection between a distribution pipe or potable water from a public system and any waste pipe, soil pipe, sewer, drain, or other unapproved source.
- M. Cross-Connection Violation Form: a violation form designated by the Department,

which is sent to the owner by the water supplier delineating cross-connection violations found on the owner's premises and a procedure for corrective action.

- N. Department: the Massachusetts Department of Environmental Protection.
- O. Double Check Valve Assembly: a backflow prevention device which incorporates an assembly of check valves, with shut-off valves at each end and appurtenances for testing.
- P. In Plant Protection: the location of approved backflow prevention devices in a manner which provides simultaneous protection of the public water system and the potable water system within the premises.
- Q. Owner: any person maintaining a cross-connection installation or owning or occupying premises on which cross-connections can, or do, exist.
- R. Permit: a document issued by the Department, which allows a cross-connection installation.
- S. Person: any individual, corporation, company, association, trust, partnership, the Commonwealth, a municipality, district, or other subdivision or instrumentality of the United States Secretary of the Interior in his capacity as Trustee of Indian Lands.
- T. Pressure Vacuum Breaker: an approved backflow prevention device designed to prevent only back siphonage and which is designed for use under static line pressure and which has necessary appurtenances for testing.
- U. Reduced Pressure Backflow Preventer: an approved backflow prevention device incorporating:
 - 1. Two or more check valves
 - 2. An automatically operating differential relief valve located between the two checks
 - 3. Two shut-off valves
 - 4. Necessary appurtenances for testing
- V. Residential Dual Check: an assembly of two spring-loaded, independently operating check valves without tightly closing shut-off valves and test cocks. Generally employed immediately downstream of the water meter to act as a containment device.
- W. Reviewing Authority: the Department, Town of Wilbraham Water Department Official, its designee, or the local plumbing inspector, authorized by M.G.L.c. 142 and licensed by the Board of State Examiners or Plumbers and Gas Fitters, whichever is responsible for the review and approval of the installation of an approved backflow prevention device.

V. ADMINISTRATION

- A. The Commission in conjunction with the D.P.W. Director, will operate an active cross-connection control program, to include the keeping of necessary records, which fulfills the requirements of the state D.E.P.'s cross-connection regulations and is approved by the Department.
- B. The owner shall allow his property to be inspected for possible cross-connections and shall follow the provisions of the Commission's program and the department regulations.

VI. COMMISSION

- A. On site installations, the Commission will provide on-site evaluation and/or inspection of plans in order to determine the type of backflow preventer, if any, that will be required, and notify the owner of plan approval requirements by the appropriate reviewing authority.
- B. For premises existing prior to the start of this program, or its designee, the Commission will perform surveys of the premises and reviews of as-built plans and issue a cross-connection violation form to the owner detailing any corrective action required, the method of achieving the correction, and the time allowed for the correction to be made. The time period allowed shall depend on the degree of hazard involved.
- C. The Commission will not allow any cross-connection to remain unless it is protected by an approved backflow preventer for which a permit has been issued and which will be regularly tested to insure satisfactory operation.
- D. If the Commission determines at any time that a serious threat to the public health exists, the water service will be terminated immediately.
- E. The Commission shall have on its staff, or shall have a delegated representative, who is a backflow prevention device tester certified by the Commonwealth of Massachusetts.

VII. OWNER

- A. The owner shall be responsible for the elimination or protection of all cross-connections on his premises.
- B. The owner shall be responsible for applying for and obtaining all necessary approvals and permits for the maintenance of cross-connections and installation of backflow prevention devices, and applying annually for the renewal of each permit.
- C. The owner shall have any device that fails an inspection or test repaired by a licensed

plumber.

- D. The owner shall inform the Commission of any proposed or modified cross-connection and also any existing cross-connections of which the owner is aware but has not been found by the Commission.
- E. The owner shall not install a bypass around backflow preventer unless there is a backflow preventer of the same type on the bypass. Owners who cannot shut down operation for testing of the device(s) must supply additional devices necessary to allow testing to take place.
- F. The owner shall install backflow preventers in a manner approved by the Department and the Commission.
- G. The owner shall install only reduced pressure backflow preventers and double check valve assemblies approved by the Massachusetts Department of Environmental Protection.
- H. Any owner of industrial, commercial, residential, or institutional premises having a private well or other private water source must have a permit if the well or source is cross-connection to the Commission's system. Permission to cross-connect may be denied by the Commission. The owner may be required to install a backflow preventer at the service entrance if a private water source is maintained even if it is not cross-connected to the Commission's system.
- I. The owner of any residential premises having a private well or other private water source will not be allowed any physical connection with the public water system.
- J. The owner shall be responsible for the payment of all fees for survey permits, device testings, retestings in case that the device fails to operate correctly, and second re-inspections for noncompliance with Commission or Department requirements. All tests must be conducted by a certified tester.
- K. Any owner of a premise that has public water and intends to construct a private well must first get a permit to do so from the public water supplier. Said permit will cost \$50.00 and will require water personnel to inspect the premise after well installation.

VIII. DEGREE OF HAZARD

The Commission recognizes the threat to the public water system arising from cross-connections. As such, the Commission, whereas it is responsible for the quality of the public water supply, may require a containment device on the water service entrance to any customer who, as a result of unprotected cross-connections, could contaminate the public water supply system.

IX. ENFORCEMENTS

The Commission shall not allow a cross-connection to exist with the public water supply system unless it is considered necessary and all appropriate approvals and permits have been issued.

X. EXISTING IN-USE BACKFLOW PREVENTION DEVICES

Any existing backflow preventer shall be allowed by the Commission to continue in service unless the degree of hazard is such as to supersede the effectiveness of the present backflow preventer or result in an unreasonable risk to the public health. Where the degree of hazard has increased, as in the case if a residential installation converting to a business establishment, any existing backflow preventer must be upgraded to a reduced pressure backflow preventer must be installed in the event that no backflow device was present.

XI. PERIODIC TESTING

- A. Reduced pressure backflow preventers and double check valve assemblies shall be tested and inspected at least semi-annually by the Commission.
- B. Periodic testing shall be performed by the Commission's certified tester or his delegated representative, who shall be a certified tester.
- C. The testing shall be conducted during the Commission's regular business hours. Exceptions to this, when at the request of the owner, may require additional charges to cover the increased costs to the Commission.
- D. Reduced pressure backflow preventers and double check valve assemblies must be tested by a certified tester as required by D.E.P. Water Department personnel will check devices as required by D.E.P. A fee will be charged to cover the cost of time and material.
- E. Any backflow preventer, which fails during a periodic test, must be repaired or replaced by a licensed plumber. When repairs are necessary, upon completion of the repair, the device will be retested at the owner's expense to insure proper operation. High hazard situations will not be allowed to continue unprotected if the backflow preventer fails the test and cannot be repaired immediately. In other situations, a compliance date of not more than fourteen days after the test date will be established. The owner is responsible for spare parts, repair tools, or a replacement device. Parallel installation of two devices is an effective means of the owner insuring that uninterrupted water service remains during testing or repair of devices and is strongly recommended when the owner desires such continuity.
- F. Backflow prevention devices will be tested more frequently than specified above in "A" in cases where there is a history of test failures and the Commission feels that due

to the degree of hazard involved, additional testing is warranted. Cost of the additional tests will be born by the owner.

XII. RECORDS AND REPORTS

A. Records

The Commission in conjunction with the D.P.W. Director will initiate and maintain the following:

1. Master files on customer cross-connection tests and/or inspections.
2. Master files on approved cross-connection installations.
3. Copies of lists and summaries supplied to the Massachusetts Department of Environmental Protection.

B. Reports

The Commission in conjunction with the D.P.W. Director, will submit the following to the D.E.P:

1. Initial listing of high hazard cross-connections.
2. Initial listing low hazard cross-connections.
3. Annual update lists off items 1 and 2 above.
4. Annual summary of cross-connection inspections and surveys.

APPENDIX C
WATER DEPARTMENT MATERIAL STANDARDS

The latest American Water Works Association (AWWA) Standards are to be met or exceeded and require the approval of the Water Superintendent.

(Current as of July 1, 1998)

<u>DESCRIPTION</u>	<u>AWWA STANDARD</u>
Dry-Barrell Fire Hydrants	C502-94
Butterfly Valves	C504-94
Resilient Seated Gate Valves	C509-94
Full Size Ductile Iron Fittings	C110/A.2110-93
Compact Ductile Iron Fittings	C153/A21.53-94
Ductile Iron Pipe	C151/A21.51-96
Installation of Ductile Iron Water Mains and Their Appurtenances	C600-93
Underground Service Line Valves and Fittings	C800-89
Disinfecting of New Water Mains	C651-92

APPENDIX D
WATER MAINS & SERVICES
ON MILLER STREET, LUDLOW

A. MINIMUM STANDARDS FOR EXCAVATION

1. Plans of work requiring excavation near, under and over water mains and services are to be approved by the Wilbraham D.P.W. Director or Water Superintendent.
2. Water Superintendent is to estimate cost to have a Water Department technician at construction site when work is to be accomplished near, under and over mains and services. Those costs are to be prepaid by developer and/or contractor before relevant excavation begins.
3. Water Superintendent decides who repairs water main and/or service if a water line is damaged, i.e. Water Department personnel or contractor at site, or others.
4. Developer or contractor will have at site one length (twenty feet) each of 10" & 16" ductile iron pipe to facilitate any needed repairs. Water Department will have available any fittings, clamps, and will bill developer or contractor if used.
5. All approved plans require three (3) business days notice to Water Superintendent before beginning excavation – including test holes if needed to verify depths. Work is to be planned for a Monday through Friday schedule, excluding holidays.
6. Due to higher water consumption and the need for both water transmission mains to be fully operational, no excavation other than test holes are allowed near, under and over water mains from May 15 to September 15.
7. Contractor and builder will have a minimum of One Million Dollars comprehensive general liability insurance for significant projects as determined by Wilbraham D.P.W. Director and Water Superintendent.
8. The area of work will be marked out by Water Department, indicating all mains, services and water related structures.
9. Contractor(s) are required to "hand dig" to locate a marked water main and service when working within three (3) feet of said structure.
10. A minimum clearance of twelve (12) inches is required between any newly installed pipe or conduit and a water main.
11. A minimum clearance of six (6) inches is required between any newly installed pipe or conduit and water main.

12. No excavation under existing 16" transite (a.c.) water main is allowed. When installation needs require pipe and/or conduit to be placed under 16" a.c. water main – boring is required.--the use of underground piercing tools (i.e. The bullet, hole-hog, pneumatic gopher,) is not allowed when boring is less than three (3) feet under main--no jetting with water is allowed.
13. Excavating is allowed under existing 10" cast iron water main only when flowable fill is to be used as backfill. Flowable fill is to be used in all areas of trench and/or hole that support any weight of water main.
14. Excavating is allowed under water service lines when sand backfill is compacted in successive layers not to exceed six (6) inches in depth. No frozen material shall be used as backfill.
15. When uncovering a water main and/or service, a minimum of six (6) inches of sand is to be backfilled on top of pipe, before backfilling to grade.

**APPENDIX E
LICENSE CONTRACTOR FORM**

NO. _____

DATE: _____

To Licensing Authorities:

In accordance with the provisions of the Statutes relating thereto, application for a WATER INSTALLERS LICENSE is hereby made by:

(Full name of person, firm or corporation making application)

(Give location by street, number, city and state)

(Phone number of business)

How many years have you been in the business? _____

List any other employment you have had in the past five years. _____

State in detail how you would lay a water line from the house foundation to the curb box?

Pursuant to M.G.L. Chapter 62C, Section 49A, I certify under the penalties of perjury that I, to my best knowledge and belief have filed all State Tax returns and paid all State Taxes required under law.

Social Security #

Signature of Individual or corporation

This license expires on December 31st of the same year it was issued.

FEE: \$125.00

Applicant must hold a \$3000 Bond, have proof of insurance and submit a copy of insurance to the Wilbraham Water Department.

Applicant must read the Rules and Regulations for Water Installers and fully understand all Water Department policy as it applies to installing water lines.

Application approved by:

Michael Framarin, Water Superintendent

Edmond W. Miga, Jr. P.E. Dir. DPW

