

**WATER DEPARTMENT – FIRE DISTRICT NO. 1  
RULES AND REGULATIONS**

The Water Department defines a “family unit” as being a separate and independent living quarter provided with a kitchen and toilet facility. The Water Department charges a minimum quarterly charge for each “family unit”. The Water Department defines a “commercial unit” as any non “family unit”. The minimum charges are set by the Board of Water Commissioners.

In addition, a water system improvement fee in the amount of \$2000.00 is assessed for each new “family unit” and each new “commercial unit”. It is the responsibility of the property owner to notify the Water Department when a “family unit” or “commercial unit” has been added to the owner’s property. Failure to comply with this regulation will result in the assessment of the water system improvement fee and minimum charges in arrears.

Water bills are rendered quarterly on the first of the month succeeding quarterly periods charged for, and bills are due when rendered. A late payment notice will be sent to the delinquent account 30 days after the billing date of the initial bill, notifying that water service may be terminated if payment is not made within 45 days from the billing date of the initial bill. A service charge of \$50.00 will be made before water will be turned on.

Failure of owner or consumer to receive a bill does not relieve them from obligation of payment, nor from consequences of its non-payment.

The owner of property supplied will be charged for all water furnished on the premises during his ownership. When ownership changes, the name and address of the new owner should be given to the water office, at once, so that bills may be properly rendered.

When a meter fails to register the consumption, the quantity shall be estimated and the charge based on its registration for a corresponding prior quarter or period. All water passing through a meter will be charged for whether used or wasted.

Your receipted bill will be mailed to you if requested. Water bills may also be paid at the Peoples Savings Bank located on Newton Street and at Berkshire Bank on Lamb Street. When a check received as payment is denied or returned by any Bank an additional fee will be charged to the customer.

House Service connections from the street line to the meter are the property of the owner, and must be maintained by the owner. New Water services from the main to the property line will be installed from April 1<sup>st</sup> through December 1<sup>st</sup> of each year.

No actual or potential cross-connection shall be maintained between the public water system of the Water Department, Fire District No. 1, South Hadley, MA (the “Department”), the water of which is used for internal domestic purposes, and a private water distribution system of any other source, well or otherwise, also used for internal domestic purposes, if said private water source is not approved by the Massachusetts Department of Environmental Protection (DEP) as being of safe and sanitary quality. The use of a private water source not approved by the DEP within an internal domestic plumbing system when that internal domestic plumbing system is also served by the public water source of the Department constitutes a potential cross-connection. If an actual or potential cross-connection exists, the Department requires that one of the sources, either the Department’s public supply or the private source, be severed and capped from the common plumbing system.

The water meter is the property of the Water Department. The property owner must keep meter on his premises easily accessible for reading and servicing at all times. The Water Department reserves the right to read, inspect or service the meter at any time.

Anyone falsifying a meter reading or tampering with meter will be prosecuted. Permission must be obtained for any enclosure of meters and must be to our specifications.

All persons having boilers on their premises not fitted with check valves or other safety devices or not supplied through tanks are notified that neither the District, nor the Water Commissioners of the Fire District, nor their agents or servants will be responsible for damages resulting from shutting off the water.

The Board of Water Commissioners, their Agents, or the Fire District reserves the right at all times to shut off water temporarily, without notice, for repairs, extensions, alterations, or other necessary work connected with the system; and for non-payment of bills, or for neglect or refusal to comply with the rules and regulations of the Board.

Water is our most precious resource. Therefore, in the interest of conserving water, any and all new home, commercial and industrial construction and the addition of or alteration of any existing plumbing and/or sanitary fixtures to any existing structure must utilize water conserving fixtures, devices, facilities and outlets approved by this Department.

The Board of Water Commissioners may, when it deems appropriate, and must, when directed by its supplier of water or a governmental agency having authority over water usage, restrict water use by all customers or by class or type of user.

BOARD OF WATER COMMISSIONERS  
WATER DEPARTMENT–FIRE DISTRICT NO. 1