

SHAFTSBURY WATER BOARD

RULES AND REGULATIONS

The Shaftsbury Water Board hereby adopts the following rules and regulations, resending and replacing all previously adopted rules and regulations, including Shaftsbury Water Department Collection and Shut-off Policy adopted October 6, 2014.

New Service

- 1) The cost of any new service will be at the property owner's expense. The property owner owns and maintains the service line from the curb stop into the house.
- 2) The Water Department Superintendent must be notified prior to any work done to or near the system.
- 3) All plumbing must be done in a manner to withstand the pressure liable to be put on the pipe.
- 4) The Water Department will tap the main, furnish and install the corporation stop, curb stop and box. The property owner will be liable for the expense of the installation of the service line from the main to the house except as specified.
- 5) New Services must be laid with Type K 3/4" minimum soft copper tubing with flare fittings. All valves or stops must be of the underground type. A house shut off shall be a 3/4" MRN ball valve.
- 6) New services must be laid five (5) feet under grass ground, six (6) feet under roads, driveways, and sidewalks.
- 7) Old services being replaced and new services being installed must be laid to the above depths with 12" below and 12" above line embedded in sand.
- 8) All services must be tested and inspected by the Water Department before back filling.
- 9) No owner or tenant is allowed to furnish water by hose or other connection to other persons or families without the consent of the Water Board. Any owner or tenant violating this rule will be charged to the current minimum rate for each offense. In addition, no single service shall be connected to more than one house, residence, dwelling or inhabitable premises. No service shall be installed to supply water to a dwelling or any other building situated in land owned by other than the owner of said dwelling.

Property Access

- 10) For purposes related to inspection, maintenance, operation or service termination the Water Department personnel shall have the right of access to a owner's property. Department employees shall carry on their person identification indicating that they work for the Water Department and produce same upon request.
- 11) Contractors and their employees engaged by the Shaftsbury Water Dept. shall also have the right of access to a owner's property to perform any of the tasks outlined in these Rules and Regulations.

Maintenance and Repairs

- 12) SERVICE LINE LEAKS- When there is a leak in any service line and the owner cannot be readily found or refuses to make immediate repairs, the department shall have the right to make necessary repairs and charge the owner for same or shut off that service line.
- 13) REPAIRS- The water department reserves the right to shut off the water supply for necessary repairs. Whenever possible, notice of said shut-off shall be given.
- 14) No curb stop or hydrant shall be opened or closed by anyone other than a Water Department employee.
- 15) Anyone notified by the Water Department to follow specific instructions during a heavy frost penetration to prevent service from freezing will be liable for all expenses.
- 16) The owner will bear one half (1/2) of the expense for thawing water, which shall include all equipment and labor.

- 17) Meters- outside meter readers, and accessory parts, are the property of the Water Department and shall not pass to the owner of any structure where such property is installed.
- 18) The department makes no guarantee of continuity of water service or water pressure, and will not assume responsibility or liability for damages resulting from failure of service or pressure. The Water Department shall not be held liable for any loss, cost, damage or expenses to any person and/or property resulting from the use or presence of Water Department water services on the owner's premises and resulting from negligence or misuse on the part of the owner.
- 19) The owner shall provide for safekeeping of the meter and equipment of the Water Department. In the event of loss or damage to the property supplied by the Water Department, the property owner shall pay the Water Department the value of such property and/or cost of repair.
- 20) All testable RPZ check valves or other backflow devices shall be tested once per year by certified personnel and a report sent to the Water Department within 60 days. All costs associated with testing are to be paid by owner of property. It is the responsibility of the owner of the property or business to see that this testing is done yearly.

Billing and Collection

NOTE: Water disconnection procedures are specified under the provisions of Chapter 129 Section 5141 of Title 24 of Vermont Statutes.

- 21) In all cases, the owner of the property will be held responsible for the water rent.
- 22) Billing Schedule – Water Bills issue twice a year on a six month cycle on or about May 1 and November 1. Owners shall pay bills within thirty (30) days of date of issue.
- 23) Billing Procedure – Water bills shall be issued to the owner of the property receiving water service from the department. The property owner shall be responsible for the payment of all water bills and interest charges incurred in association with all past and present water service to the property in question. A change in ownership of a property does not relieve the new property owner of any delinquent charges or fees incurred by previous owners.
- 24) Billing Penalties and Interest Charges - Water bills which are not paid within thirty (30) days of date of issue shall be subject to an 8% penalty plus a 1% interest charge per month or fraction thereof for the first three months, and thereafter 1 1/2% per month or fraction thereof. Owners who are delinquent in the payment of their water bills are subject to:
 - a. 31-45 days overdue: Owners receive a delinquency letter stating they must pay their bill or contact the water department to arrange payment within 15 days. Failure to do so will result in their water being shut-off.
 - b. 46-60 days overdue: door hangers are delivered threatening imminent water shutoff and additional connection fees.
 - c. 61 or greater days overdue: water shut off
 - d. Reconnection Fee: \$25
 - e. A lien, notice of tax sale, may be placed upon the property in question for unpaid bills.
 - f. In order to reopen their water line the past due owner must pay the delinquent bill, including penalties and fees. Full amount must be paid or arrangement made with the Water Superintendent.
- 25) The Water Department may turn off water supply to any premises if the property owner:
 - a. Fails to pay any sum due to the Water Department, whether for installation, repair of damage or water consumption.
 - b. Fails to provide Water Department representatives access to the meter and accessory equipment at reasonable times.
 - c. Intentionally damages a water meter and/or accessory equipment.
 - d. Attempts to tamper with Water Department equipment.
 - e. Fails to comply with any other rules and regulations.
 - f. Fails to repair leak that is owner's responsibility.
 - g. Fails to pay bond assessment.
 - h. Fails to pay service/connection charge
- 26) The Water Department will read meters at regular intervals. In case a meter fails to register the full amount of water consumed or for any reason cannot be read at the regular interval, the

amount of the bill will be estimated by the Water Department based on the average use recorded during the previous two readings.

27) There will be a charge for moving meters in the following cases:

- a. Where the meter is moved at the request of the owner from one permanent location to another on the same premises.
- b. Where a meter is taken out temporarily at the request of or for the convenience of the owner.

Adopted November 6, 2017 by the Shaftsbury Water Department
