

**Town of Sterling, Massachusetts**  
**Department of Public Works**  
**Water Department**

**Water Rules and Regulations**

**Adopted by the Town of Sterling Department of Public Works Board: October 25, 2022**

## Table of Contents

### Article 1. Definitions

### Article II. Use of the Water System

#### 2.1 Conditions of Service

##### 2.1.1 General

##### 2.1.2 Pressure

##### 2.1.3 Temporary Interruption of Service

#### 2.2 Right of Entry

#### 2.3 Meters

##### 2.3.1 Location

##### 2.3.2 Meter Pits

##### 2.3.3 Size, Type and Manufacturer of Meter

##### 2.3.4 Access to Meters and Fire Hydrants

##### 2.3.5 Remote Meter Reading

##### 2.3.6 Right to Change, Repair or Test

##### 2.3.7 Care of Meters

##### 2.3.8 Meter Testing

#### 2.4 Rates and Fees

##### 2.4.1 User Fees

##### 2.4.2 Minimum Charge

##### 2.4.3 Turning On or Shutting Off

##### 2.4.4 Payment of Bills

##### 2.4.5 Claims for Adjustments

##### 2.4.6 Broken Meters

#### 2.5 Final Readings

#### 2.6 Shut Off of Service

#### 2.7 Delinquent Accounts

#### 2.8 Water Rates

#### 2.9 Use of Hydrants

#### 2.10 Flow Testing

#### 2.11 Cross Connection Control

#### 2.12 Irrigation Systems

##### 2.12.1 Notice

##### 2.12.2 Moisture Sensing Devices

##### 2.13.3 Timing Devices

##### 2.13.4 Backflow Prevention Devices

### Article III Connections To And Work On the Water System

#### 3.1 Water Service Connections

##### 3.1.1 Connections

##### 3.1.2 Connection Fees

##### 3.1.3 New Water Mains (Extensions) or Large Water Users

#### 3.2 Customer Responsibility for Water Service

#### 3.3 Application

#### 3.4 Installation

##### 3.4.1 General

#### 3.5 Material Specifications for Installations

- 3.6 Standby Fire Protection
- 3.7 Disinfection and Testing
- 3.8 Completion of Subdivision
- 3.9 Work Off Subdivision

Article IV Protection of Public Water System

- 4.1 Damage
- 4.2 Safety

Article V Penalties

- 5.1 Notice
- 5.2 Shut Off of Water
- 5.3 Extended Use
- 5.4 Liability
- 5.5 Validity

Attachment 1 Schedule of Fees and Charges

## **ARTICLE I. DEFINITIONS**

**Account:** shall mean the agreement between a property owner and the Water Department of the Town of Sterling for water service.

**ANSI:** shall mean the American National Standards Institute, Inc.

**Applicant:** shall mean a person, persons or corporation who applies for an account or permit as described in these rules and regulations.

**AWWA:** shall mean the American Water Works Association.

**Backflow:** shall mean the flow of water or other liquids, mixtures or substances into the distribution lines of a potable water supply from any source other than the intended public water system source.

**Backflow Preventer Certified Tester:** shall mean an individual who is certified by the MADEP as a Massachusetts Backflow Prevention Device Tester.

**Backflow Prevention Device:** shall mean a mechanical piping assembly, which provides a method to prevent backflow.

**Collector:** shall mean the Treasurer/Collector of the Town of Sterling.

**Commonwealth:** shall mean the Commonwealth of Massachusetts.

**Cross-Connection:** shall mean any actual or potential connection between potable water from the public water system and any other source of liquids, mixtures or substances.

**Customer:** shall mean the person or party responsible for an account, as described under these rules and regulations.

**Department:** shall mean the Sterling Department of Public Works, Water Department.

**Department of Public Works Board:** The elected governing body of the DPW as described by Massachusetts General Law Chapter 41, sections 69C through 69E.

**Disconnect/Connect Service:** shall mean the process of shutting off the curbstop valve and/or the house shut-off valve and removing the water meter as well as the reverse process.

**Irrigation Systems:** shall mean any equipment that conveys water for irrigation purposes and that is permanently connected to the public water supply.

**MADEP:** shall mean the Massachusetts Department of Environmental Protection, which is the regulatory agency for the Federal Safe Drinking Water Act.

**Main:** shall mean the water supply pipe laid in the right of way from which service connections are made.

**Meter:** shall mean a device installed for the measurement of water quantities to be used as a basis for determining charges for water service.

**Meter Pit:** shall mean an underground chamber along a service line, suitable for installation of a water meter and for protecting the meter from the affects of weather.

**Moisture Sensing Device:** shall mean a sensor that automatically shuts off an irrigation system controller in response to rainfall.

**Potable Water:** shall mean water from any source, which is approved by the MADEP for human consumption.

**Pressure Vacuum Breaker (PVB):** shall mean an approved backflow prevention device designed to prevent only back siphonage and which is designed for use under static line pressure.

**Reduced Pressure Backflow Preventer (RPBP):** shall mean an approved testable backflow prevention device incorporating: (a) two or more check valves, (b) an automatically operating differential relief valve located between the two checks, (c) two shut-off valves, and (d) necessary appurtenances for testing; as defined in state regulations.

**Schedule of Rates:** shall mean all charges for water use and for water services as described herein. Rates and fees shall be computed in accordance with the schedule of rates on file with the Department. This schedule of rates shall be approved by the Department of Public Works Board in accordance with the laws of the Commonwealth and shall be revised periodically as appropriate.

**Service Connection:** shall mean all the lines and materials from the water main to the customer's water system and is equivalent to 'water service'.

**Service Line:** shall mean the pipe running from the main in the street including a corporation stop at the main, a curb stop and box at the property line, an interior shut off valve, meter and meter connection usually inside the building or foundation wall.

**Shut Off of Service:** shall mean the turning of a valve in the service line so that water no longer flows to the customer.

**Superintendent:** shall mean the Superintendent of the Sterling Department of Public Works, Water Department, or his or her designees.

**Tapping:** shall mean to make a connection with or open outlets from a water main.

**Timing Device, also known as an Irrigation Controller, or a Clock:** shall mean a piece of equipment that turns the irrigation system on and off at desired times and operates the in-ground irrigation system for a period of time.

**Town:** shall mean the Town of Sterling, Massachusetts.

**Water Pipe:** Any pipe that conveys water, including water mains and water services.

**Water Service:** shall mean all the lines and equipment from the water main to the customer's water system, and is equivalent to 'service connection'.

## **ARTICLE II. USE OF THE WATER SYSTEM**

### **2.1 Conditions of Service**

#### **2.1.1 General**

No customers shall operate apparatus' on their water lines, water meter or elsewhere on their premises that will adversely affect the operating conditions of the Department's system or its equipment or its ability to serve other customers.

No person shall tap any water main or connect any service pipe therewith, nor set, take off, or repair meters, nor turn on or shut off the water from any pipe or hydrant without permission of the Department.

Customers are responsible for notifying the Department if they want to have a service shut off to a building for any reason. Customers are responsible for keeping all activated water services from freezing.

The Department is not responsible for discolored water or clogged water lines on private property caused by excessive use, hydrant flushing, line breaks or for firefighting purposes.

No allowance will be made for loss of water due to leakage, failure of piping or fixtures, or consequent damages. Customers are advised to provide workable vacuum safety devices on hot water tanks.

#### **2.1.2 Pressure**

The Department does not guarantee constant pressure or uninterrupted service, nor does it assure the customer either a full volume of water or the required pressure necessary to effectively operate hydraulic elevators, sprinkler systems or other appliances.

Variations in water pressure may arise from unusual or extraordinary conditions, or arise from the operation of the customer's own fixtures or appliances. It is the customer's responsibility to install suitable equipment to protect private piping, equipment and property from variations in water pressure.

#### **2.1.3 Temporary Interruption of Service**

The Department reserves the right to interrupt service temporarily in order to perform maintenance or repairs on the water system. Whenever possible, the Department will notify customers of scheduled interruptions. However, in case of an emergency, the Department reserves the right to interrupt service without first giving notice of such action if, in the Department's opinion, it is necessary to do so in order to facilitate the making of repairs or alterations, or other necessary purposes. All customers and property owners are warned to equip plumbing, tanks and appliances with proper safety devices, such as vacuum valves, as neither the Department nor the Town shall be responsible for collapsed water tanks or for any damage which may occur due to variation of pressure or loss of water supply, or for the shutting off of water for the purpose of making repairs. In such cases, no person shall be entitled to receive damages or refunds of payments because of any such interruption or any consequent conditions.

## **2.2 Right of Entry**

The owners or occupants of any premises served by the Department's water system shall, upon presentation by Department personnel of their credentials, authorize entry to their premises during normal business hours, as provided for under the Massachusetts General Laws Chapter 165, Section 11D, for the purpose of inspecting and surveying their water system for new installations or cross connections, or to remove, repair or replace any water meter, or to conduct water quality sampling and testing.

When such access is refused, the water shall be shut off after proper notice has been provided until such access has been allowed and fees have been paid for shutting off and turning on the water.

Duly authorized employees of the Department, bearing proper credentials and identification, shall be permitted to enter all private properties through which the Department holds an easement for the purposes of, but not limited to, inspection, observation, measurement, sampling, repair, and maintenance of any portion of the water works lying within said easement. All entry and subsequent work, if any, on said easement shall be done in full accordance with the terms of the easement pertaining to the private property involved.

## **2.3 Meters**

### **2.3.1 Location**

All meters shall be installed at the nearest point practical to where the service connection enters the premises, unless the Superintendent requires the installation of a meter pit. Furthermore, it is the responsibility of the customer to maintain unobstructed access to the meter so that it may be read and maintained. The meter shall be protected from freezing at all times.

A shutoff valve at the meter inlet shall be the first fitting inside a serviced building. A check valve shall be installed near the outlet of the meter by the Department to permit removal of the meter without backflow from the premises' internal water system.

All meter installations on services that cannot be shut off for meter repairs shall be equipped with a bypass at the expense of the customer. The bypass shall have the ability to be locked with a padlock style lock. The Department will furnish a lock for the bypass. Only a representative from the Department shall be authorized to unlock and activate the bypass.

Any change in the location of a meter shall be by the approval of the Superintendent and at the customer's expense.

### **2.3.2 Meter Pits**

Installation and repair of meter pits must be approved by the Superintendent and shall be done at the customer's expense

### 2.3.3 Size, Type and Manufacture of Meter

The Superintendent shall approve the size, type and manufacture of the meter required for any service. If, in the opinion of the Superintendent, a meter does not fit the conditions of the service, the Department has the right to require a change such meter.

The size of meters will be based on the estimated peak demand for water in gallons per minute as determined by plumbing fixtures in the building, or as required for standby fire protection (if the fire department approves using the same service connection for both purposes). If the building contains an irrigation system or non-standard water-using fixtures or appliances, then the owner shall calculate the peak demand for water in gallons per minute and the average daily demand for water to the satisfaction of the Superintendent for the purpose of sizing the meter. See article 2.12 for more information on irrigation systems.

### 2.3.4 Access to Meters and Fire Hydrants

It shall be the responsibility of every customer to ensure that meters on service connections and on site fire hydrants are readily accessible to Department personnel, regardless of where the meters are located. Failure to remove obstructions which prevent access to the meter and fire hydrants within three days after being notified by the Department shall be cause for the water to be shut off to the premises and it shall not be turned on until all obstructions are removed, all regulations are complied with, and all expenses for shutting off and turning on the water are paid.

Shrubs, tree and or other obstructions shall not be placed within 5' of fire hydrants.

### 2.3.5 Remote Meter Reading

The Department maintains the right to access the premises in order to verify the consistency of the meter registration with the remote registration. The meter having actual contact with water shall serve as the primary measuring device and shall govern all billing and billing adjustments.

### 2.3.6 Right to Change, Repair or Test

The Department has the right to replace and repair meters or test meters in order to verify or insure their accuracy. It is the responsibility of the customer to provide access to the meter for these purposes.

The cost of periodically testing and replacing all meters less than one inch in size shall be the responsibility of the Department. The cost of periodically testing and replacing meters one-inch in size or larger meters shall be the responsibility of the customer.

For meters over one-inch in size, if the customer is unable to sustain a temporary interruption of service to provide an opportunity to change, repair or test the meter during normal working hours, it is the responsibility of the customer to provide an acceptable bypass of the meter in order to accomplish replacement, make repairs or conduct in-place testing. All bypasses shall be metered unless the Superintendent waives this requirement.

### 2.3.7 Care of Meters

The meter and its appurtenances are the property of the Department and the customer shall be held responsible for any damage thereto resulting in any way from negligence (including freezing) on the part of the customer. All persons are prohibited from damaging the meter or tampering with the meter including breaking any seal on the meter. The Department has the right to prosecute fully under the law any action by the customer or any other person, which has the effect of interfering with the proper operation of the meter or bypassing the meter.

### 2.3.8 Meter Testing

Customers may request to have the meter which is currently in place and being used for billing by the Town tested for accuracy. All meters will be tested for accuracy by a third party company in accordance with industry standards for the type of meter in use as published by the American Water Works Association. A written report of the meter accuracy test will be provided to the customer.

The Department will test meters upon a written request by the customer, subject to the following conditions:

- a. If meter is found to over-register by an average amount exceeding two percent (2%), a tested meter will be furnished and proper reduction made on water bill, for a period not exceeding twelve (12) months. No charge for the test of a meter in error over 2% will be made to the customer.
- b. If meter does not over-register by an amount exceeding two percent (2%) it will be returned to service. The test charge will be billed to the customer requesting the test.

## 2.4 Rates and Fees

### 2.4.1 User Fees

Owners of property are responsible for payment of all fees for water service. Customers shall be charged fees and held responsible for service until the Department is notified in writing that they no longer desire to use the public water supply. The Department is not responsible for leaks on the customer's property. Water passing through a meter shall be considered used by the customer and will be billed as such.

### 2.4.2 Minimum Charge

A minimum charge shall be assessed for water service from the date the water is turned on, regardless of the amount of water used, the amount of time the service has been active, or the amount of time the service has been in the name of the account holder, according to the schedule of rates.

### 2.4.3 Turning On or Shutting Off

A charge shall be made for turning water on or shutting water off. If the water has been shut off for non-payment of bills, it shall not be turned on again until the Department is satisfied that there will be no further cause of complaint, the outstanding bill is paid, and the expenses for shutting off and turning on the water are paid in accordance with the schedule of rates.

For seasonal accounts with a meter not located in an insulated meter pit or located in a building that is not heated, service will be turned on no sooner than April 1<sup>st</sup> and shut off no later than November 1<sup>st</sup>.

### 2.4.4 Payment of Bills

No customer who owes an overdue bill for water charges shall be entitled to the further use of water at the same or any other premises served by the Department until such water charges are paid in full, together with costs.

### 2.4.5 Claims for Adjustments

All claims for adjustments of water bills shall be made to the Department in writing within 30 days of receipt of the bill.

### 2.4.6 Broken Meters

If a meter fails, the customer shall be charged a user fee based on the average daily consumption of water as shown by the meter when it was working, for the corresponding billing period of the preceding year.

If a meter fails due to negligence or the Department finds the homeowner to be at fault for a broken meter, i.e. frozen meter or tampering, the homeowner will be charged a fee to repair or replace the meter based on the schedule of rates.

## **2.5 Final Readings**

In the case of the sale of property, owners of property are responsible for notifying the Department of the date of the sale and the name of the new owner. This information shall be furnished to the department via the Department sign on form provided to the customer upon request. The form must be provided no later than seven days prior to the closing. Failure of a seller to notify the Town of a change of ownership does not relieve the responsible party for any charges due to the Department.

## **2.6 Shut Off of Service**

The Department has the right to shut off the service without notice, for the purpose of making emergency repairs or alterations, or to prevent possible contamination through cross connections or to prevent negligent or willful waste of water by the customer.

Requests by the customer for turning on or shutting off a water service shall be made in writing, signed by the property owner or his agent at least 24 hours in advance, except in the case of an emergency. Only Department personnel shall open or close curb stops or gate valves. Charges for such service shall be in accordance with the schedule of rates.

## **2.7 Delinquent Accounts**

Delinquent accounts for service in Sterling will be certified to the Town for the perfecting of lien on the real state. Owners of delinquent accounts that are 30 days overdue will be sent a written demand at the premises where the water is taken, and unless the amount overdue is paid within five days thereafter, the water will be shut off. Before such service can be restored, the customer shall arrange with the Collector for the payment of the delinquent account together with the appropriate turn on or shut off fee as described in the schedule of rates.

## **2.8 Water Rates**

The water rates shall be approved by the Department of Public Works Board in accordance with the laws of the Commonwealth and shall be revised periodically as appropriate.

## **2.9 Use of Hydrants**

The Fire Department shall have control of the hydrants in case of fire or for necessary training. In no other case will any other person be allowed to operate hydrants without permission of the Department and without an agent of the Department present.

The Fire department shall notify the Department at least two (2) days in advance of any planned use of hydrants for training and as soon as practically possible after using a hydrant for emergency operations.

No water will be delivered from a hydrant to any person or organization by hoses, tank truck, or any other method for any purpose other than firefighting. Prohibited activities include filling swimming pools or operating irrigation systems

For instances where the use of a hydrant is permitted by the Department, a base charge as well as a charge per 1000 gallons of usage based on the schedule of rates will be charged. All arrangements for the delivery of water from the hydrant to the site shall be taken care of by the user except connecting to and operating the hydrant, which shall be done by an agent of the Department during regular working hours.

Fire hydrants and water mains on private property shall be inspected periodically by the Department. Any repairs necessary for proper operation of hydrants or the proper functioning of water mains on private property shall be the responsibility of the property owner. Such repairs shall be completed within 30 days after due notice has been given in writing to the owner by the Department.

## **2.10 Flow Testing**

A base charge according to the schedule of rates will be charged to the company performing a flow test to cover the cost of the water used during the test, the liability of using the high demand of flows through the Town's system, and the agents of the Department's time. All requests for a flow test will be made at least ten (10) days in advance in writing. Flow testing will not commence until at least two (2) agents of the Department are present. All flow tests will be performed during working hours of 8 A.M. to 1 P.M. on Mondays through Fridays not including Holidays. The company performing the flow test is responsible for providing all equipment necessary to complete the flow test with the exception of hydrant wrenches. The company is also responsible for determine the flow and gauge hydrant where the test will be completed.

## **2.11 Cross Connection Control**

No water service connection to any premises will be installed or maintained by the Department unless the water supply is protected as required by Massachusetts State Law, drinking water regulations 310 CMR 22.22 and this regulation. Where cross connections exist, an approved backflow prevention device must be installed at the owner's expense and tested in accordance with the drinking water regulations of Massachusetts and the requirements of this regulation.

The design and installation of backflow prevention devices shall be approved by the Superintendent and, if testable, shall be tested by the method prescribed in the MassDEP Regulations.

The property owner shall be responsible for applying for and obtaining all necessary approvals and permits for the maintenance of cross connections and for installation of the backflow prevention devices. The owner shall inform the Department of any proposed or modified cross connection and any existing cross connection of which the owner is aware.

Any existing backflow preventer shall be allowed by the Department to continue in service unless the degree of hazard is such as to exceed the effectiveness of the present backflow preventer or result in an unreasonable risk to the public health. Where a change in use increases the degree of hazard, any existing backflow preventer must be upgraded.

Backflow prevention devices must be installed on the owner's side of the water meter within any premises where, in the judgment of the Superintendent, the nature of the activities on the premises or the materials used or stored on the premises present a hazard or potential hazard should a cross connection occur, or where it is impractical to determine whether or not dangerous cross connections exist because of intricate piping arrangements, or because entry into all portions of the premises for inspection of piping is not practical.

## **2.12 Irrigation Systems**

### 2.12.1 Notice.

Any person who has an irrigation system, or who intends to install one must notify the Department of the existence of said system, or of their intention to install a new system prior to the actual installation. All systems currently in existence as well as any installed in the future must comply with all Rules and Regulations of the Department.

### 2.12.2 Moisture Sensing Devices.

Irrigation systems shall be equipped with a moisture sensor tied directly into a timing device or controller so that irrigation will be automatically prevented in response to rainfall.

### 2.12.3 Timing Devices.

Irrigation systems shall be equipped with an automatic timing device acceptable to the Department so that the system can be programmed to automatically limit operation to prescribed schedules and restrictions including irrigation on odd or even numbered days, day-of-the-week scheduling including, but not limited to, compliance with Sterling's Water Use Restrictions.

### 2.12.4 Backflow Prevention Devices.

In order to protect the public water supply from contamination from lawn chemicals (pesticides, herbicides and fertilizers) which can be drawn into the distribution system through irrigation pipelines, all property owners installing new irrigation systems or replacing a backflow prevention device on an existing irrigation system are required to have in place a Pressure Vacuum Breaker (PVB) type backflow prevention device on their irrigation system.

For all new irrigation systems, or those where a backflow prevention device is replaced, a Design Data Form and Plumbing Plan must be submitted to the Department for review and approval before the installation of a backflow device. The irrigation system will not be allowed to go into service until approval of the Design Data Sheet and Plumbing Plan has been granted and the initial testing of the backflow device has been completed. The Department will inspect said device initially and periodically thereafter. The device is required to be tested in accordance with 310 CMR 22.22.

## **ARTICLE III. CONNECTIONS TO AND WORK ON THE WATER SYSTEM**

### **3.1 Water Service Connections**

#### 3.1.1 Connections

The owner shall at his or her own expense, provide and install a service line, of the type specified by the Department, from the water main to the point at which the meter is to be located, and shall provide and install a curb stop valve at the owners property line abutting the Town's right of way. Such installation by the homeowner shall be subject to the inspection and approval of the Department.

The service line installed by the owner will not be put into service until the installations by the owner have been inspected and approved by the Department, and all connection fees have been paid.

The owner shall, at all times, and at his or her expense, own and maintain the service line from the curb stop to the meter, the owner will also be responsible for the line that runs from the main to the curb stop for one year after the turn on date. At that time the Department will assume responsibility for said line.

No water service shall be turned on until the owner has signed the necessary forms stating his or her intent to have the water service turned on and be responsible for payment of all future water bills, as well as paid the sign on fee in full.

### 3.1.2 Connection Fees

A Connection fee is the fee paid to the Department for the right of the applicant to connect to the Sterling water system. This fee is for the right to connect only, and does not include any services related to the connection, or the cost of the valve and meter meter.

A connection charge based on the schedule of rates, shall be paid by the owner for the right to connect and install a service line from the water main to the meter for a single family home. A connection charge based on the schedule of rates will be paid by the owner for commercial, industrial, multi-family, or public hookups to the water system.

Service connections for multi-family homes shall be separate connections to the water main with each unit having its own connection fee, service line and curb stop. No shared service will be turned on by the Department.

### 3.1.3 New Water Mains (Extensions) or Large Water Users

Any person making application to: a) extend mains or b) create service lines to provide water use having a design demand for water of 30 gallons per minute or more (except for fire protection purposes) may be required to submit a water use impact report and conservation plan to the Department if requested by the Superintendent. This report shall define the proposed water use impact on the Department's current and future demand for water and set down actions the applicant will take to mitigate the effects of this impact. Approval of an application to provide water service to large users may be conditional, requiring periodic review of measures taken by the customers to mitigate the impact of their demand for water on the public water supply. All reasonable costs associated with reviewing the report will be borne by the applicant.

## **3.2 Customer Responsibility for Water Service**

Customers shall keep their service line and fixtures in good repair and protected from frost at their own expense. They shall be responsible for any damage resulting from their failure to do so.

In case of a leak in the customer's service connection or water system, such leak must be repaired as soon as possible upon discovery by the customer or upon report to the customer by the Department, as a condition of continued service. Failure to do so shall be justification for

shutting off the service until repairs are made, after which all expenses for shutting off the water will be required to be paid before service can be turned back on.

Service lines or fixtures of any description that are connected with the mains of the Department will not under any circumstances be connected to any other sources of supply. See section 2.11.

### **3.3 Application**

Requests for service connections, standby fire protection, and extension of water mains shall be made by the owner in writing to the office of the Department of Public Works, 171 Worcester Road, Sterling MA 01564 and shall be accompanied by the fee established by the DPW Board on such a form as may be furnished by the Superintendent. No fire service will be allowed to be installed until the Department has received written notice from the fire department that the size of the proposed fire service line is acceptable for the building being served.

### **3.4 Installation**

#### **3.4.1 General**

The following specifications are minimum specifications and the Department reserves the right to require other methods of installations, types and size of service lines, and materials as the Department may determine to be required in any particular installation.

- a. It is the responsibility of customers or their contractors to install, at their expense, the water service from the water main to the building, according to Department specifications. The customer shall be charged fees pertaining to the installation of service lines in accordance with the schedule of rates.
- b. Installation of services extending beyond the end of an existing water main shall not be allowed. The Department shall approve all service materials and installation activities. All service lines must be inspected by the Department before backfilling the associated trench.
- c. All such water main extensions shall be constructed by applicants at their expense under the supervision of the Department and in accordance with its specifications. The main shall be extended (including necessary hydrants and appurtenances) to the furthest limit of the property to be served by water. The applicant shall pay for the cost of inspection by the Department or its agent in accordance with the schedule of rates.
- d. No existing service connections shall be altered without the written permission of the Superintendent. The applicant shall pay a fee for the Department to inspect the construction, repair or replacement of the service connection. The fee for this inspection shall be in accordance with the schedule of rates.

- e. In accordance with Town Bylaws and regulations, all persons making excavations or using any portion of any public way are required to obtain a written Road Opening (Right-of-Way) permit from the Superintendent.
- f. The owner or contractor shall excavate all trenches to a depth, which upon backfilling, will provide a minimum of five (5) feet or at maximum six (6) feet over the pipe installed therein. Coverage of the service shall consist of one (1) foot of sand below as well as one (1) foot of sand above and around the installed water pipe.
- g. At the time of installation, if finish grading has not been completed, the owner shall certify to the Department, in writing, that upon completion of finish grading there will be at minimum five (5) feet to a maximum of six (6) feet of cover over the installed service.
- h. All excavations made in existing roadways will have at least one (1) foot of sand above and below the installed service. The Department will direct the contractor as to the appropriate backfill above the sand which may include flowable fill or approved compacted gravel in lifts.
- i. No water pipe shall be installed less than ten (10) feet horizontally away from any septic tank, cesspool, leaching field, or sewer line. No water pipe shall be installed under a sewage line without proper encasement of the water pipe, as directed and approved by the Department.
- j. Curb stops shall be located on the homeowner's property line abutting the Town's right of way. The Department reserves the right to require additional curb stops for service lines in excess of 300 feet from the first curb stop. Curb stops for multi-family dwellings shall be placed in front of the respective residence.
- k. No other utilities shall be installed within ten (10) feet of a water service line without written permission from the Superintendent.
- l. The Department is not responsible for any damage to pipes or other property which may be attributed to the electrical ground wires attached to any water pipes.
- m. All new subdivisions will be required to have 3 way valves installed for the supply of water to the development.
- n. Water main extensions by private party or through the subdivision process shall be terminated with a hydrant tee and main line valve to facilitate future connection to said water main extension. The Department reserves the right to require additional sections of pipe be installed to facilitate the termination.

### 3.5 Material Specifications for Installations

- a. Water main pipes will be PVC C-909. The Department reserves the right to require pipe that is higher quality in the future.
- b. Service lines shall be a minimum of 1" diameter and either Type K copper or 200 pound test AWWA plastic tubing, unless otherwise approved by the Department.
- c. Fittings will be Ductile Iron, joints will all be mechanically restrained.
- d. Water main gate valves shall be Clow, AVK, or approved equal with mechanical joints. Operation shall be open left.
- e. Hydrants shall be Clow medallion or approved equal. Hydrant operation shall be open left.
- f. Hydrants shall be shop painted with a red body and white bonnet and caps.
- g. Gate boxes shall be cast iron equipped with 36" bottoms and 24" sliding tops.
- h. Service boxes shall be eerie style box equipped with stainless steel rods.
- i. Tapping sleeves and valve, where allowed by the department, shall be stainless steel sleeve with Clow, AVK or approved equal valve. An applicant must receive approval from the Department in writing to install tapping sleeves larger than 2".
- j. All dead end water mains will end on a fire hydrant. No service connections will be allowed after the last hydrant.
- k. All AC and plastic water mains will be required to have a full wrap stainless steel saddle on the main to be tapped. No direct taps will be allowed without approval from the Department.
- l. Anchor tees and ductile iron pipe shall be used on all hydrant branches.
- m. All mains, gates, hydrants and fittings shall be thrust blocked with concrete.
- n. All hydrants shall be equipped with a gate valve
- o. Hydrant ports shall be a minimum 18" above grade.
- p. All service connections shall be laid in as straight a line as possible to the foundation of the building. Detectable warning tape shall be installed 3 feet above service line. Tape will read "CAUTION BURRIED WATER LINE BELOW".

### **3.6 Standby Fire Protection**

Water services for fire protection shall be separate service connections to the water main, unless the fire department specifically authorizes otherwise. Water services and appurtenances that are to be used for fire protection shall have appropriate backflow prevention devices.

All pipes and equipment must be arranged so that Department personnel can easily inspect them. Whenever it is considered necessary for the protection of the water supply and in the interest of the Department, the Superintendent shall have the right to require the installation of meters, flow switches, alarms or other equipment. The installation and upkeep of such equipment shall be at the customer's expense.

No fire service shall be allowed to be installed or tapped into a water main until the Department has received written notice from the fire department that the fire service is of the appropriate sized based on their review of the sprinkler system.

### **3.7 Disinfection and Testing**

Upon completion of new water main construction it shall be pressure tested to no less than 200 lbs for no less than 2 hours, unless otherwise directed by the Department. The interior of the pipe shall be flushed and then thoroughly disinfected. This disinfection must result in eliminating from the various parts of the new extension all evidence of the existence of bacteria, as shown by test of the bacterial content of samples taken from the new water main. The disinfection shall be accomplished by introducing into all various parts of the new water main a liquid solution containing one percent available chlorine. The contact period for this disinfection shall be at least 24 hours. Once the disinfection period is up, the main shall be flushed thoroughly using dichlorination methods to prevent chlorinated water from entering the environment. Flushing shall continue until at the opinion of the Department all hyper-chlorinated water has been flushed from the pipe

The Department may require installation of 1" corporation stop and 1" plastic service pipe for disinfection of water mains.

Once the pipe has been flushed, two sets of water samples shall be taken. The sets shall be taken at least 24 hours apart. The number of samples required per set shall be determined by the Department on a case by case basis. The samples shall be taken for total coliform bacteria, and analyzed by a MADEP approved laboratory for drinking water analytics. The contractor shall be responsible for collection of water samples and delivery to an appropriate laboratory. Two sets of negative samples are required to consider the bacteria test passed.

No new water main shall be activated until satisfactory laboratory reports from the two sets of samples are submitted to the Department.

### **3.8 Completion of Subdivision**

Upon completion of a subdivision, all gate and curb boxes must be flush with the surface of the road or ground

An as-built design and details of service lines to the building and ties to all hydrants, gates boxes, curb stops, curb stop to main distance, water main to property bounds, lot number, street number, etc. shall be furnished to the Department of Public Works Water Department.

### **3.9 Work Off Subdivision**

Any work areas off the site of the subdivision whether a public street or private property shall be returned to the same or better condition as before the work began.

## **ARTICLE IV. PROTECTION OF PUBLIC WATER SYSTEM**

### **4.1 Damage**

No unauthorized person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface or tamper with any structure, appurtenance, or equipment which is a part of the water system. Any person violating this provision shall be subject to appropriate criminal proceedings.

### **4.2 Safety**

While performing the necessary work on private properties referred to in these rules and regulations, the duly authorized employees of the Department shall observe all safety rules applicable to the premises established by the customer.

## **ARTICLE V. PENALTIES**

### **5.1 Notice**

Any person found to be violating any provision of these Rules and Regulations may be served by the Department with written notice, stating the nature of the violation and providing a reasonable time for the satisfactory correction thereof. The offender shall, within the period stated in such notice, permanently cease all violations.

### **5.2 Shut Off of Water**

Any person served by the Department with a written notice pursuant to Article VI, Section 6.1, who shall continue any violation beyond the time provided for in Article VI, Section 6.1, may result in the Superintendent ordering the shutting off of the water to the violator's premises.

When the water has been shut off for violations of rules, it shall not be turned on again until the Department is satisfied that there shall not be further cause for complaint and that charges have been paid to cover the cost of shutting off and turning on the water.

The Department has the right to shut off service providing notice has been given at least twenty-four hours in advance in person or by hand delivery to the account address of the customer. This shall be done for failure to pay bills when due, or for violation of these Rules and Regulations.

### **5.3 Extended Use**

No water user shall supply water purchased from the Department to parties not entitled to its use except by written permission of the Superintendent.

### **5.4 Liability**

Any person violating any of the provisions of these Rules and Regulations shall become liable to the Department for any expense, loss, or damage occasioned the Department by reason of such violation.

### **5.5 Validity**

Prior Rules and Regulations of this Department or parts thereof in conflict herewith are hereby repealed by the adoption of these Rules and Regulations. Any provision of these Rules and Regulations that is found to be unenforceable in any court of the Commonwealth of Massachusetts shall not affect the validity of any other provision of these Rules and Regulations. These Rules and Regulations and any amendments thereto shall be in full force and effect from and after their passage, approval, and publication as provided by law. These Rules and Regulations, including amendments thereto, are available for inspection at the Sterling Public Works building, 171 Worcester Road, Sterling Massachusetts during regular business hours.

Passed and adopted at a duly authorized meeting of the Board of Public Works of the Town of Sterling, Commonwealth of Massachusetts held on xxx, 2022.

# **ATTACHMENT 1**

**TOWN OF STERLING**

**DEPARTMENT OF PUBLIC WORKS**

**WATER DEPARTMENT**

**SCHEDULE OF FEES AND CHARGES**

Water Rules Regulations

Attachment 1

**Town of Sterling**  
**Department of Public Works**  
**Water Department**  
**Schedule of Fees and Charges**  
**Voted on by DPW Board:**

Fee Description	Proposed Fee	Comments
Application for Connection (First Dwelling or Commercial Unit Served by a Single Meter)	\$3,000	Covers ability to connect only, does not include inspection, meter or other fees
Application for Connection (Each Additional Dwelling or Commercial Unit Served by the Same Meter)	\$3,000	Covers ability to connect only, does not include inspection, meter or other fees
Inspection Fee for Service Installation/Repair	\$50	Paid at time of Application for Connection
Re-Inspection Fee for Service Installation/Repair	\$50	Paid prior to additional inspections
New Meter Installation	parts+labor+20% OH	Parts prices fluctuate consistently and subject to change at any time
Labor Rate (during regular business hours)	\$40	per employee per hour, billed in half hour intervals
Labor Rate (outsude regular business hours)	current rate	per employee per hour, 2 hour minimum charge, then billed in half hour intervals
Shutoff or Turn on Service (leaks, non-payment, owners request)	\$75	per visit to site (one charge to turn off, one charge to turn on)
Remove/Install a Seasonal Meter	\$50	Includes shutting off service and removing/storing meter. (One fee to remove and store, one fee to re-install)
Hydrant Flow Test	\$500	Per each test. Fee must be paid prior to test
Miscellaneous Repairs and Service	parts+labor+20% OH	Parts prices fluctuate consistently and subject to change at any time
Hydrant Meter Rental	\$3,000 deposit + water usage	Deposit must be provided prior to delivery of meter, and will be returned upon payment of water usage plus any repair parts and labor needed for meter rented. Water will be billed at highest usage tier independent of actual usage amount.
Backflow Test	\$50	Testing completed by third party and billed to town. Town will bill individual customers