



Town Of Webster
Massachusetts Est. 1832

Water Department

Rules and Regulations

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Article I DEFINITIONS

(arranged in alphabetical order)

Terms not specifically defined in this section, shall have the meanings given by the AWWA and said absence, industry standard shall govern.

Unless the context specifically indicates otherwise, the meaning of terms used in this document shall be as follows:

ABANDONMENT

"Abandonment" shall mean the lack of use of a water service where the dwelling or its use has been unoccupied and not in use for a length of time greater than two years.

APPLICANT

"Applicant" shall mean any person that has submitted a request to the Department for water whether it is for a single family home, a multi-family home, subdivision, business or industry.

BACKFLOW

"Backflow" shall mean 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.

BACKFLOW PREVENTION DEVICE OR DEVICES

"Backflow Prevention Device or Devices" shall mean any method to prevent backflow approved by the DEP for use in Massachusetts.

BRANCH

"Branch" shall mean any water main to be connected to an existing water main where the existing main is greater than six (6) inches in diameter.

COMMISSION

"Commission" shall mean the duly appointed Water Sewer Commission as appointed by the Board of Selectman as applicably defined in the Town of Webster Charter.

CROSS CONNECTION

"Cross Connection" shall mean any actual or potential connection between a distribution pipe of potable water from a public water system and any waste pipe, soil pipe, sewer, drain or other unapproved source.

CROSS CONNECTION VIOLATION LETTER

"Cross Connection Violation Letter" shall mean a violation letter designated by the DEP which is sent to the owner by the water supplier with copies sent to the Department, plumbing inspectors and Board of Health delineating cross connection violations found on the owner's premises and a procedure for corrective action.

CUSTOMER

"Customer" shall mean any Person who is the owner of a property with an active water service and/or account.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

"DEP" shall mean the Division of Water Supply within such department, unless another division has jurisdiction over the subject matter of a regulation herein, in which case, the reference is to the appropriate division.

DEPARTMENT

"Department" shall mean the Webster Department of Public Works Water Division.

DOUBLE CHECK VALVE ASSEMBLY

"Double Check Valve Assembly" shall mean a backflow prevention device, which incorporates, and assembly of check valves, with shut-off valves at each end and appurtenances for testing.

IN-PLANT PROTECTION

"In-Plant Protection" shall mean the location of approved backflow prevention devices in a manner, which provides simultaneous protection of the public water system and potable water system within the premises.

LICENSEE

"Licensee" shall mean any contractor who has been deemed capable and has been granted permission, by the Commissioners to perform work on the water system, once a permit has been issued.

MAIN

"Main" shall mean any water line owned and in use by the Department to supply water to more than one person's property on more than one lot.

MULTI-FAMILY

"Multi-Family" home shall be a building that is designed for and occupied exclusively as a residence and containing two (2) or more dwelling units.

PERMITS

"Permit" shall mean the authorization by the Department to a licensed contractor to perform a specific task on the water system that has been approved by the Superintendent.

PERSON

"Person" shall mean any individual, firm, company, association, society, corporation or group.

REDUCED PRESSURE BACKFLOW PREVENTOR

"Reduced Pressure Backflow Preventor" shall mean 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, and (4) necessary appurtenances for testing.

RIGHT TO WATER

"Right to Water" shall mean that a person has submitted an application to the Department, met the requirements of the Department and that the application has been approved by the Superintendent or his/her designee, or that the person be a current water user.

SERVICE (Public vs. Private)

The **"Public"** portion of the service shall be that section located either between the main and the curb stop or between the main and a location ten (10) feet beyond the limit of Right of Way, whichever is less. The remainder shall be the **"Private"** portion of the service and the sole responsibility of the Customer.

SHALL; MAY

"Shall" is mandatory, "May" is permissive.

SUBDIVISION

"Subdivision" shall mean the division of a tract of land into two (2) or more lots.

SUPERINTENDENT

"Superintendent" shall mean the supervisor of the Department as duly appointed or his/her designee.

Article II GENERAL REGULATIONS

Section 1 Power to Establish Regulations

The Commission may establish, change and amend these Rules and Regulations for the introduction and use of water as allowed by the Town of Webster Charter at any duly posted meeting of the Commissioners by a majority vote.

Section 2 Prevention of Water Waste

All persons using the water supplied by the Department shall prevent all waste of water. The Water Department shall have the power to decide what is waste or improper use of water and to restrict its use.

The Department enforces the Water Conservation Restriction as provided herein Appendix B.

Section 3 Authorization to Enter Premises

The Department, or any of their agents or assistants, may, at reasonable times, enter the premises of any Customer to examine any water pipes and plumbing therein or thereon for the purpose of ascertaining whether there is any waste of water and for the purpose of determining the quantity of water used and the manner of use and for the further purpose of shutting off the water for nonpayment of rates or fines or for any alleged violation of the provisions of these Rules and Regulations or those laws and regulations referenced herein.

Section 4 Shutoff of Supply

If the Customer is delinquent in payment or refuses or neglects to comply with the provisions of these Rules and Regulation or any order of the Department the Policy provided in Appendix A may be implemented.

Section 5 Determination of Water Rates

- A. The Commission shall determine and assess the water rates. The Commission will hold a public meeting prior to the effective date of any new rates to allow for public comment.
- B. In all cases, bills will be sent to and liability for payment will rest with the Customer.
- C. Water bills shall be issued quarterly, and are due thirty (30) days thereafter. Delinquent bills or accounts in arrears will be assessed a penalty set by the Water Commissioners, a one-time thirty-dollar (\$30) demand fee. Balances remaining past one year may be assessed to the service property as a tax lien. Service termination may be implemented in accordance with Policy provided in Appendix A.
- D. Should a person desire, due to vacancy or prolonged nonuse, to have a water service shut off, they shall notify the Department in writing of the request, and the Department will shut the service off at the curb stop, the meter will be removed, and a fee will be charged. No bill will be issued for usage while a service is off at the curb stop; however a minimum quarterly bill, in accordance with the Department's water rate schedule, will be issued in all other cases to remain an active account ready for use. If the minimum quarterly fee is not maintained the property is considered "abandonment" and will be subject to re-connection fees after the two (2) year timeline has elapsed. The Department will also review service material, condition, and age to determine if services need replacement or renewal. When it is desired to have the water turned back on, the person should notify the Water Department, and service will be reactivated and a fee charges, in accordance with the Department's fee schedule. When a meter is removed from a property, the Water Department will store it for a maximum of two (2) years. After the two (2) year timeline has elapsed, a new meter will need to be purchased. .

E. The Customer, in addition to such entrance fees as put forth herein, shall pay for the water used at the established rates of the Department and shall also pay for all service work and materials on his property service, from the curb stop to the house.

Section 6 Water Bill Appeals

- A. The Department may make abatements in the water rates in all proper cases upon receipt, in writing, from the property owner of a request for abatement stating reasons for such a request. The request should state the reason for said request, together with all information necessary to evaluate its merits. Excessive usage caused by pipe leaks or leaking fixtures on the owner's property, beyond the meter, shall not be considered cause for abatement nor shall the use of water to prevent line freezing be cause for abatement. Should the owner request the meter be removed and checked, this shall be done in accordance with provisions defined herein.
- B. Any person aggrieved by the decision of the Department under this section may, if the abatement in question is in the amount of one hundred dollars (\$100) or more, appeal said decision to the Commission. A majority vote of the Commission will be necessary to overturn said decision. Should this occur, the claim would then be settled under conditions set forth by the Commissioners. Abatement decisions under one hundred (\$100) cannot be appealed.
- C. The full text of the Water and Sewer Abatement Policy is contained in Appendix D

Section 7 Repairs, Extensions and Improvements of System

- A. The Department may make repairs, extensions or improvements on the water system, etc. to the extent that such actions do not impair the Department's ability to deliver water, serve existing customers, reduce the water reserves below safe limits, or place the Department in debt not authorized by the governing body.
- B. The Department does not guarantee constant pressure nor uninterrupted service, nor does it assure either a full volume of water or the required pressure per square inch necessary to effectively operate appliances of any kind.
- C. The Department will not be responsible for discoloration of sinks, toilets, tubs, showers, fixtures, or clothing caused by discoloration of water supply.
- D. The Department will not be responsible for damages caused by shutting off water for the purpose of doing repairs on pipes, gates, hydrants or other fixtures, or by any work on the main pipe system, or by breaks in the pipes, or by low pressure resulting from any cause. Reasonable notice shall be given, if possible, to all customers before the water is shut off, except in cases of emergency.
- E. Any work done on the public water supply system by a private contractor or agent shall only be performed after procurement of all necessary permits and licenses as hereinafter described.
- F. No plumber or other person not in the employ of the Department shall shut water off or turn on the water at any service pipe, curb stop, or live valve, except at the cellar wall.
- G. No person, not in the employ of the Department, or a member of the Fire Department in the performance of their duties shall turn on any hydrant, public or private, without first obtaining permission from the Department unless the Fire Department deems it a life or death emergency.
- H. A fine will be assessed per the Department Fee Table for any unauthorized system tampering or non-metered use of water from any connection to the Department's water supply system. A fine will be assessed per the Department's fee table for any unauthorized use by any persons, shutting water off or turning water on at any service pipe, except at the cellar wall.

- I. A fine will be assessed per the Department Fee Table for any leaky services on the customer's side that are not repaired in a timely manner, which will be at the discretion of the Department. The Department reserves the right to terminate or shut water off due to the nature and size of the service leak.
- J. Properties being demolished and services that are discontinued must be done so under the direction of the Water Department and must have a current Demolition Permit in hand. For service not to be re-used, the service must be cut and capped at the main and isolated at the corporation.

Section 8 Extension of Distribution System

Extensions of water mains shall be subject to approval by the Town Engineer and the Commission and shall be made under the supervision of the Water Department.

When a petition is received by the Commissioners to extend a new water main into an area that is not supplied by existing water mains the petition will be voted on at a scheduled Commission meeting. The entire project may be subject to the betterment charges.

When the Commission plans a new water main extension (laying of pipes) the capital expenditure will be voted on a scheduled public hearing. The percentage of the finished project that will be subject to betterment charges, if any, will be established at said meeting.

A. Betterments

- 1) Betterment will be used to share the cost of water distribution system extensions and/or modifications with the property owners that will be receiving a benefit to their property by the work.
- 2) Betterment will only apply to those projects that are voted on prior to the start of installation. Betterment can be used in any instance where benefit is received.
- 3) Betterment charges will be calculated for each individual project based upon the assigned frontage multiplied by the project unit cost. The unit cost per linear foot shall be computed by dividing the cost of the project by the total number of linear feet assigned to all properties.
- 4) The minimal frontage assigned to a lot will be 50 feet except for vacant lots not eligible for building, such as wetlands. Minimum frontage will be determined by current zoning regulations.
- 5) The maximum frontage assigned to a residential lot of a smaller size than that eligible for subdivision under any existing rule, which is vacant or contains one single-family residence, shall be 300 feet.
- 6) Commercial and industrial property will be assessed based on the full frontage of the lot.
- 7) Lots of large enough area to be eligible for subdivision that are vacant or have a single-family resident may elect to defer the payment. Payment for the first 300 feet will be made as part of the initial assessment with the balance, in excess of the 300 feet deferred for 10 years or until the parcel is built upon, whichever occurs first, at which time the deferred principle and accrued interest will be assessed.

- 8) All municipal properties shall be included in the unit cost calculation but exempt from betterment charges.
- 9) Abatements must be applied for within six (6) months of the mailing of the original betterment bill. The Commissioner will notify the assessor's office, if an abatement is granted. The burden of proof will be on the owner to justify the need for said abatement.
- 10) Any person who has benefited by the installation of a water main within a public way abutting their property shall pay the betterment assessment within a six-(6) month period from the time of notification by the Commissioners. Payment may be made in full or over a period of time, to be determined by the Commission. Payment not made in full shall be charged interest at the maximum rate allowed by state law. All unpaid betterment charges will become a lien upon the property.
- 11) Land, which is not built upon, may have payment of the full betterment deferred for a period of 10 years or until the parcel is built upon whichever comes first, notwithstanding Article 7 above. All betterment charges will become due at the issuance of a building permit and before any water service connections are made. Payment deferred shall be charged interest at a rate allowed by state law. All unpaid betterment charges will become a lien upon the property.
- 12) The application for service connection to the water system shall be included in the betterment charge when said application is received within one (1) calendar year of the project completion. All applications for service received thereafter shall be applied for and paid separately at the Water Department Office in advance of the connection being made.
- 13) All current users of the Webster Water System will be exempt from betterment charges.

Section 9 New Services

- A. The New Service Fee charged by the Department is to allow any person to connect to the water system. This fee will be used to offset the future capital expenditures that will be required due to the additional water usage by a new connection. The Fee does not include any material, labor, or water.
- B. New Services Fees for any service pipe connected into the water system shall be in accordance with fee schedule provided herein.
- C. Fire protection - Any service pipe to be used for fire protection purposes (i.e.: Feeding hydrants, sprinkler systems, etc.) shall be a separate service from the main and subject to an entrance fee and annual fire protection fee as per the fee table.
- D. Payment of entrance fees.
 - 1) The entrance fee for all applicants shall be payable at the time of application.
 - 2) All entrance fees shall become non-refundable after approval of the application by the Department.

Section 10 Right to Water

- A. Approval of an application will guarantee the applicant the right to connect to the water system and that the present system is capable of supplying the proposed development.

- B. Any right to water granted by the Department will expire if the connection work is not complete within one (2) years of approval of the application. The applicant will need to re-apply and repay the entrance fees.
- C. Right to Water does not guarantee uninterrupted service, unlimited supply, water quality beyond that which is required by applicable regulatory authority. Department shall not be held liable for any consequential or inconsequential damages resulting from service interruption or water quality where said quality complies with the requirements of the applicable regulatory authority.

Section 11 Service Lines and Connections

- A. Any landowner desiring to connect to the public water supply system should apply to the Water Department office and fill out the required application. The prescribed form must be signed by the owner or his authorized agent. This request must be accompanied in all cases, except a single family home, by a plot plan showing the location of the proposed connection and accessories, unless this requirement is waived by the Department.
- B. All new and relay service connections shall comply with the requirements in the Construction Requirements.
- C. Any service connection intended for removal or demolition must have an associated Demolition Permit, issued by the Water Department prior to service removal. This permit must be on site at the time of demolition and must be endorsed by Water Department personnel upon completion and final inspection. Service terminations shall be made at the main. In the presence of a corporation it shall be closed and the service line cut within one foot of the corporation and crimped or capped. In the case of a gate valve, the valve shall be closed, pipe disconnected, mechanical joint cap installed, and valve box and riser removed. Failure to disconnect as described above will be subject to minimum quarterly fee's.
- D. Any property or structure that is subdivided or converted from multifamily into condominium units must install separate service lines from the street along with separate metering for each unit or structure. One meter per dwelling or service line. Private manifolds before the meter or after the meter are not allowed.

Section 12 Maintenance and Repair or Replacement of Service Lines (Private Side)

- A. Any maintenance, repair or replacement of a service line on the private side shall be the responsibility of the property owner. The private side of the service line is from the curbstop at the property line to the water meter in the basement and it includes the ball valves at the meter. Private side service line replacement is subject to the requirements of U.S. Environmental Protection Agency (EPA) and Massachusetts Department of Environmental Protection (DEP) Lead Service Line Replacement Plan (LSLRP). The Department MAY, at its discretion, replace service lines, repair leaks or thaw frozen services as requested by the Customer for fees as defined herein.
- B. Customer shall be charged a fee for all Department provided emergency services performed on the service (private) side of supply. Fee shall be equal to actual material plus labor costs used to provide the service including overtime if applicable but not including vehicles or equipment.
- C. Frozen water services – The Water Department will attempt to thaw frozen water services one time only. Subsequent frozen services will be the responsibility of the property owner to address the freezing condition.

Section 13 Meters

- A. All meters used in the Webster Water System shall be of the manufacture in use by the Department and the purchase of said meter shall be through the Water Department.
- B. Only one meter will be permitted per facility per service line. Additional meters for sub-metering will be allowed, however reading and billing for these sub-meters will be the responsibility of the property owner and

they need to be installed and located after the Town meter. The Department will only read and bill the master (Town) meter and condominium units must have separate services and meters. Second meters, for irrigation purposes, will be allowed.

- C. All individual services from the public water supply shall be metered in a manner approved by the Department. All meters shall read in cubic feet.
- D. Meters are the property of the customer and will be purchased and the installation piping shall be prepared by the Customer. The actual meter installation will be performed by the Water Department. All meters are equipped with remote readers mounted on the outside of the building. The Department will, if it deems necessary, repair and/or replace faulty or old meters at no cost to the property owner. Meters damaged by the Customer either by misuse, abuse, negligence or exposure to freezing temperatures shall be replaced by the Customer at their full cost.
- E. The property owner shall provide access to the meter at all times.
- F. If the property owner requests the Department to remove the meter and check its accuracy, there shall be a meter testing fee assessed to the owner as shown in the fee schedule provided herein if the meter is found to be running accurately and it meets American Water Works Association ("AWWA") Standards. Should the meter be deemed accurate, based on the above accuracy criteria, a fee will be charged.
- G. No meter shall be disconnected from the pipe, moved or disturbed without permission from the Department, who will send a properly authorized person to attend to any change needed. The Department shall have the right to change, replace, inspect, repair or remove any meter at any time it deems necessary. Water meter installations sealed by the Department will have a tampering fee assessed if the seal has been broken by anyone other than Water Department personnel in accordance with the Fee Schedule.

Section 14 Water System Construction License Requirements

- A. Any person or company desiring to perform work or construction on the Webster Water System shall be a licensed drain-layer by the Town of Webster. Drain layer's licenses can be obtained from the Webster Board of Health.

Section 15 Construction Requirements

- A. Before any permit is issued for the installation of a service, branch, or main the following must be presented to the Department:
 - 1) A copy of the plot or subdivision plans approved by the Planning Board and sealed by a professional surveyor or engineer licensed in the Commonwealth of Massachusetts;
 - 2) The Dig Safe Permit and the road opening permit issued by the Highway Division. All required bonds will be posted by the contractor on behalf of the Department in addition to those required by the Town.
- B. In the event that the Water Department is involved either in the installation of a new service, relay of an existing service, or repairs to an existing service, the work shall be performed in accordance with the following rules and regulations:
 - 1) Trenches or areas of excavation, after completion of the scheduled installation or repairs, shall be rough graded and hand raked. Permanent repairs on the landowner's property (i.e. loaming, seeding, cold

patching and hot topping of drives and walks, cement sidewalks, steps, etc.) shall be the responsibility of the land owner.

- 2) Fences or walls of any kind, if not removed by the landowner, will, if within the Department's means and capabilities, be removed and stacked on the landowner's property. Upon completion of the Department's work, re-erection or rebuilding shall be the responsibility of the landowner.
- 3) Trees, bushes, shrubs, flowers, lawn ornaments, etc., if not removed by the landowner, will, if within the Department's means and capabilities, be removed and stacked on the landowner's property. Upon completion of the Department's work, replanting or replacement of these items shall be the responsibility of the landowner.
- 4) In the event that the Department's work necessitates the cutting of roots of trees, bushes, shrubs, etc., the Town will not be responsible for their continued life.
- 5) The landowner shall be responsible for notifying digsafe and the Department of any underground wiring, wells, septic system, pipes, drainage pipes, not marked by digsafe etc., that may be in the line of construction. Unless the Department is notified in advance, the Town will assume no liability for resulting damages.

C. Work performed by developers and/or private contractors; In the case of a water extension on or to a new development and on or to any private development, the owner of the property or the developer thereof shall construct and install the water mains and house connections in accordance with the following rules and regulations:

- 1) A design plan sealed by a professional engineer registered in the Commonwealth of Massachusetts or subdivision plan approved by the Planning and Zoning Board shall be submitted to the Department for review. All comments provided by the Department shall be addressed by the applicant to the satisfaction of the Department prior to issuance of a permit.
- 2) The Dig Safe Permit and the road opening permit issued by the Highway Division shall be submitted to the Department.
- 3) There shall be submitted to the Department, in the case of a new development which has the approval of the Planning Board, a plotted plan which has been recorded in the Worcester County registry of deeds. Other private projects approved by appropriate Town agencies shall also submit a plan of proposed water system.
- 4) Any and all plans for a water system in the Town of Webster shall show and/or specify the following:
 - a. Mains will be a minimum of eight-inch ductile iron pipe, Class 52, cement lined mechanical joint or push-on joint in accordance with A.W.W.A standards. All mains over eight (8) inches in diameter will be cast iron or ductile iron, including nipple pieces.
 - b. Hydrant branches shall be six (6) inch diameter ductile iron. All hydrants will be gated.
 - c. Intersections of mains will be gated in their respective directions. No main will extend over one thousand (1,000.) feet in length without the use of a gate valve.
 - d. All hydrants will be within five hundred (500) feet of each other or so spaced at the direction of the Department or the Fire Chief.

- e. All taps to the existing public system over one (1) inch in diameter shall have a tapping sleeve and gate valve.
- 5) Any contractor involved in waterworks construction in the Town of Webster will strictly adhere to the provisions set forth herein. No equipment, tools or material will be rented or loaned from the Water Department. All material used must be of the same make and quality as set forth hereinafter.
- 6) All labor and material costs to install a water system as specified herein will be borne by the owner, developer or contractor, whatever the case may be. Costs for taps into the public system and the restoration thereof of any public way will also be borne by the owner, developer or contractor.
- 7) Inspection will be provided by the Webster Water Department only on a limited or part-time basis. Before any backfilling is done, the Water Department will be notified twenty-four (24) hours in advance, and a Town Representative will inspect the completed work. This method of operation will be used for hydrant installation, main taps, service taps, service repairs etc. If the Water Department feels that insufficient workmanship and care is being taken in the installation, a representative will be assigned from the Department on a full-time basis. The contractor or owner will bear the cost of this at the hourly wage rate, Monday through Friday, from 7:00 A.M. to 3:00 P.M. Any time spent on the site, not within these limits or Saturday, Sunday, holidays, etc., will be at twice the hourly rate.
- 8) Excavation in any public way will require a road opening permit from the Highway Division. Necessary forms must be obtained and filed with the Highway and Water Divisions. It will be the contractor's responsibility to notify utility companies, such as gas, telephone, electric, digsafe etc., if there is any possibility of their equipment or their property being jeopardized by excavation. It shall also be the contractor's responsibility to notify the Fire Department and Police Department of said work to be performed and, if necessary, to hire uniformed police for traffic control. The determination of need for uniformed police traffic control will be made by the Town Police Department. In the event that the roadway cannot be restored to its normal surface immediately following the work, sufficient care will be taken to make the roadway smooth for traffic and, if necessary, to light with flashers as a warning to motor vehicles.
- 9) Before any water mains, water services or hydrants are installed in a new subdivision or development, the contractor will bring the entire site where these utilities are located to subgrade, such grade will be verified by grade stakes provided any set by a registered land survey or engineer employed by the owner or contractor so that the Town Engineer may expedite their checking of such grades.
- 10) All water mains shall be ductile iron Class 52, cement-lined mechanical joint or push-on joints in accordance with A.W.W.A standards. Excavation will be to a depth that provides a minimum of four and half (4.5') feet of cover over the pipe with a maximum of five feet (5'). If excavation is in ledge, a minimum of 12 inch spacing around the pipe will be required to allow for selected backfill material. Pipe bedding material shall be clean sand. No stones larger than three (3) inches in diameter may be used within the first foot of backfill over the bedding material. Once the pipe has sufficient cover with selected material, normal backfilling may proceed with care. Jointing of push-on or tyton joint cast iron will be with the use of a come-along or bar. If a bar is used, a block of wood shall be used between it and the pipe; the same applies for having a backhoe set larger diameter pipe, a block of wood will be inserted between the bucket and the pipe; in no event will there be a metal-to-metal driving force to set the pipe. If this is not strictly complied with, the length of pipe will be removed and a new one used in its place.

- 11) Hydrants shall be Kennedy K81D hydrant, or approved equal selected by the Department meeting the A.W.W.A improved type standards; open right, five-and-one-half foot bury, four-and-one-half inch valve opening with bell and inlet for a six inch pipe. All hydrants to be on and in the center of at least a two (2) foot diameter sump by one (1) foot deep consisting of three-fourths-inch stone for drainage purposes. No hydrant shall be placed within fifteen (15) feet of a driveway or access road.
- 12) All plugs, caps, tees, bends and hydrants shall be provided with a concrete thrust block to prevent movement.
- 13) Main gate valves shall be open right, iron body, bronze mounted, double disc, non-rising stem as manufactured by Mueller Co. or approved equal. They shall be Resilient Wedge Valves. Butterfly valves may be used on pipe diameters greater than twelve (12) inches. Main valves shall be epoxy coated on the inside and outside surfaces.
- 14) Main gate boxes shall be cast-iron, slide type with at least six (6) inches of adjustment and at least five (5) feet long. The covers shall be flush, close-fitting with the letter "W" or the word "WATER" cast into the cover.
- 15) Main line taps over one (1) inch in diameter will always be done with the use of a tapping sleeve and gate valve. The tapping sleeve shall be Mueller or approved equal. If the contractor is to perform the tap himself, he must furnish evidence of his competence through previous work and have the necessary tools to perform the work satisfactorily. All taps 2" and larger shall have the coupon core provided to the Water Department after installation.
- 16) Connections shall comply with the following requirements:
 - a. Minimum size of one (1) inch in diameter. All service pipes shall be type K copper tubing or high density polyethylene tubing of copper size with standard stops and fittings with A.W.W.A outlets or compression-type outlets with a minimum of one hundred sixty (160) pounds per square inch.
 - b. Any service pipe larger than two (2) inches in diameter shall be ductile iron Class 52, cement lined mechanical joint or push-on joint in accordance with A.W.W.A standards.
 - c. All connections to the main over one (1) inch in diameter and under four (4) inches in diameter will be made by the use of a two-strap corporation saddle by either Smith-Blair or Mueller. A curb stop and box shall be installed at or within ten (10) feet of the right of way line. The curb stop shall be compression copper to compression copper thread, open left, without drain, as manufactured by Ford. (Note: curb stops with drain will be allowed on seasonal installations) The service line shall be installed 90 degrees from the road, unless otherwise approved by the Department. Under no circumstances will any inverted key curbs be installed. The curb box or service box shall be four-and-one-half (4 1/2) to five-and-one-half (5 1/2) feet Hayes or Erie, extension-type, three-fourths inch Stainless Steel rod, and cover to be with counter sunk one inch brass plug tapped for one inch iron pipe. Minimum cover for services shall be five (5) feet zero (0) inches. A sand backfill material of 8 inch minimum will be carefully placed around the service pipe to protect it from normal backfill and compaction. On the inside of the building there shall be a meter as sold by the Department with a radio read register. All meters installations are to be plumbed by the owner or developer and actual meters shall be set by the Water Department. Each meter will have a ball valve, before and after, and each valve will be

within one (1) foot zero (0) inches of the meter. Where pressures are in excess of eighty (80) pounds per square inch, a pressure-reducing valve shall be employed in the line.

- 17) Main Testing shall be conducted on all new and replacement water mains. Disinfection of the main(s) and bacteria sampling shall be conducted in accordance with AWWA C651, latest revisions. Pressure and leak testing will be conducted by the Contractor and witnessed by Department staff. The main will need to hold 200psi for five (5) minutes and 150psi for two (2) hours with no leakage or pressure drop to the curbstop. The contractor shall submit to the Department for review and approval the means and methods of conducting these tests at least seven (7) day prior to performance. After the new mains have passed all tests, the Water Department will be on site to charge the main.
- 18) As-built plans shall be furnished to the Department in duplicate by the contractor or owner at the completion of the project. The plans in particular will depict exact distances between gate valves, ties to gate valves, both in the main and on hydrant branches. Curb box location referenced to the house or building that it serves by at least two (2) ties from permanent points. Curb tie drawings shall include distance between main and curb stop.
- 19) Indicator Tape shall be used for all tubing and pipe. Said tape shall be blue in color and imprinted with the words "caution, water line below," or words of similar intent, and shall be metallic to provide future locating with inductive tape locators. Tape shall be spliced and securely tied around all gate boxes and/or curb boxes to facilitate conductive location. Depth of burial shall be in accordance with the manufacturer's standards, except that the burial shall not be at a depth of less than eighteen (18) inches nor at a depth greater than thirty-six (36) inches.

Section 16 Construal of Provisions

The provisions of these Rules and Regulations shall constitute a part of this contract with every Customer. Every Customer shall be considered as having expressed his or her consent to be bound thereby.

Section 17 Violations and Penalties

Whenever any provision of these Rules and Regulations is violated, the water may be shut off and shall not be turned on again, except on the payment of the Turn On Fee, and all chargeable rates and approval from the Department.

Section 18 Fee Schedule

New Water Service

1"	Water service privately installed	\$2,500.00 (Access Fee Only for Water)
1.5"	Water service privately installed	\$3,000.00 (Access Fee Only for Water)
2"	Water service privately installed	\$3,500.00 (Access Fee Only for Water)
3"	Water service privately installed	\$4,500.00 (Access Fee Only for Water)
4"	Water service privately installed	\$5,500.00 (Access Fee Only for Water)
6"	Water service privately installed	\$8,000.00 (Access Fee Only for Water)
8"	Water service privately installed	\$10,000.00 (Access Fee Only for Water)
10"	Water service privately installed	\$12,000.00 (Access Fee Only for Water)
12"	Water service privately installed	\$15,000.00 (Access Fee Only for Water)

New Meters (Meter price subject to change)

Meter Radio	\$125.00	RF Radio
Meter Radio	\$185.00	Cellular Radio
5/8"	\$350.00	
3/4"	\$450.00	
1 "	\$550.00	
1.5"	\$850.00	
2"	\$1,000.00	
3"	\$3,100.00	
4"	\$3,700.00	
6"	\$6,250.00	
8"	\$9,750.00	

Other Water Fees

Water service relay (replacement)	\$250.00 (permit required)
Water service disconnect/demo	\$250.00 (permit required)
Water service repair	\$100.00 (permit required)
Final Reading (Real-estate transfer)	\$50.00
Hydrant Flow Test	\$200.00
Metered Hydrant Connection w/Backflow	\$100.00 Plus device deposit (Normal work hrs.)
Hydrant meter/backflow, less than 2"	\$100.00 fee per quarter plus \$1,000 deposit
Hydrant meter/backflow, 2" and larger	\$200.00 fee per quarter plus \$2,000 deposit
Curb Stop Turn On (Normal Work Hours)	\$75.00 (Owner Request)
Curb Stop Turn Off (Normal Work Hours)	No charge (Owner Request)
Gate Valve Turn On (Normal Work Hours)	\$75.00 (Owner Request)
Gate Valve Turn Off (Normal Work Hours)	\$75.00 (Owner Request)
Turn On/Off Requested by Plumber must be pre-paid and 24hrs notice	

Requested Meter Test	\$50.00
Service Line Thawing (at the meter)	\$250.00 (Includes turn on/off fees)
Fee per Private Fire Sprinkler 1.5"	\$125.00 (Annual)
2.0"	\$150.00 (Annual)
3.0"	\$225.00 (Annual)
4.0"	\$400.00 (Annual)
6.0"	\$600.00 (Annual)
8.0"	\$850.00 (Annual)

10.0"	\$850.00 (Annual)
Fee per Private Fire Hydrant	\$250.00 (Annual)
Cut off Water Service and Cap	\$1,500.00 (Up to 2")
Backflow Prevention Test	\$50.00 (Per test)
Cross Connection Survey	\$35.00 (Per facility)
Water System Tampering/Negligence	\$250.00 for first offense, \$500.00 for second offense and \$750.00 for 3 rd offense (Increases with subsequent violations)
Miscellaneous Service (Regular Hours)	\$60.00/hr. plus material
Miscellaneous Service (After Hours)	\$75.00/hr. plus material
Private Service Call (After Hours)	\$180.00 (covers 4hrs)

Sewer Department Fees

Connection fee privately installed	\$3000.00 (Each dwelling)
Sewer lateral disconnect/demo fee	\$250.00 (Each dwelling)
Industrial Sewer Permit	\$400.00 (4 Years)
Dental Permit	\$200.00 (2 Years)
Septage Hauler Permit (<i>Contact Board of Health</i>)	\$200.00 (Annual per truck-Permit at <u>BOH</u>)
Septage Dumped (Webster)	\$60.00/1000 Gallons
Septage Dumped (Out of town)	\$100.00/1000 Gallons
Sewer System Tampering/Negligence	\$250.00 for first offense, \$500.00 for second offense and \$750.00 for 3 rd offense (Increases with subsequent violations)
Miscellaneous Service (Regular Hours)	\$60.00/hr. plus material
Miscellaneous Service (After Hours)	\$75.00/hr. plus material
Private Service Call (After Hours)	\$180.00 (covers 4hrs)

Drain Layers Permit-*(Contact Water & Sewer Department)* **

Trench Permit-*(Contact Highway Department)* **

** All work on the Town of Webster Water & Sewer System requires a drain layer and trench permit with no exceptions.

Revised and approved by Water Sewer Commission: 07/11/2024

Approved by Water Sewer Commission: 07/20/2023

Article III WATER SUPPLY

Section 19 Pollution

No person shall dispose of any material or waste on the property owned by the Town used for the purpose of water supply.

Section 20 Building of Fires

No person shall build a fire upon any land belonging to the Town for the purpose of water supply.

Section 21 Trespassing

No person shall trespass on any lands or structures taken or held by the town for the purpose of its water supply without the express written consent of the Water Department Superintendent.

Section 22 Destruction of Water Facilities

No person shall destroy, deface or remove any structure or other property belonging to the town in or upon any lands or premises taken or held by the town for the purpose of its water supply.

Appendix A



WEBSTER WATER/SEWER DEPARTMENT P.O. Box 793 - 38 HILL ST - WEBSTER, MA 01570

WEBSTER WATER/SEWER SHUT OFF POLICY

August 2024

1. **Purpose:** The Town of Webster, Water/Sewer Department establishes the following policy for the nonpayment water & sewer utility services or for the disregard of water, sanitary sewer, and/or storm sewer system rules, regulations & policies. This policy is to ensure:
 - a. all utility service fees are paid in a timely manner;
 - b. all water, sanitary sewer, and/or storm sewer system rules, regulations and policies are followed;
 - c. to provide adequate cash flow for operations in the water & sewer enterprise systems.
2. **Criteria for Termination / Shut Off of Services:** All accounts/customers, which are in delinquency of at **least One Hundred Twenty days (120)** for non-payment of water and/or sewer fees. All accounts, which violate the rules, regulations & policies of the water, sanitary sewer, and/or storm sewer system are subject to this policy.
3. **Notice to Department:** The Town Collector will advise the Water/Sewer Department of any outstanding non-payment accounts customers that should receive a notice.
4. **First Notice – 30 Days:** A Certified letter will be sent to the Owner of the property to notify them that they are delinquent / past due in their water and/or sewer account. The Owner has thirty (30) days from the date of the letter to contact the Town Collector's Office and make a payment.
5. **Second Notice - 7 Days:** If the account remains delinquent, seven (7) days prior to the termination of services an **orange** "shut off" door hanger will be left with termination date. In the case of an apartment dwelling the door hanger will be left on each apartment.
6. **Final Notice - 2 Days:** If the account remains delinquent, two (2) days prior to the termination of services a **red** "shut off" door hanger will be placed as the last reminder of termination. Water utilities personnel will mark the curb box for shut off.
7. **Payment:** All accounts, which have been notified of termination of services, must be paid in full by bank certified check, money order or cash directly to the Town Collector's Office. Field utility personnel cannot accept payment for past due accounts. Please call the Collector directly for her office hours. 508-949-3800 X-4001.
8. **Termination of Services:** If the account remains delinquent after the two day notice, the Water/Sewer office shall issue a termination of service order and utility field personnel shall terminate water services to said location.
9. **Tampering of Services:** Should a location turn their water service back on without Town approval, they shall be subject to legal prosecution for tampering with town property. The said water service shall be immediately re-terminated (shut off) of services with removal of the water meter and will be charged an additional administrative penalty as outlined in section 18.

Appendix A

10. **Reinstatement of Services & Reinstatement Fee:** Accounts, which are terminated, shall be subject to a Thirty Five (\$35.00) dollar administration disconnection fee and a Thirty Five (\$35.00) dollar reconnection fee, which shall be paid directly to the Water/Sewer Department's office located at 38 Hill St Webster, MA 01570, by certified check or money order, no cash will be accepted at the Water or Sewer Department. Please call the Water/Sewer Department with any questions or for their hours 508-949-3861 or 508-949-3865.
Upon payment, in full of delinquent service and administration & reconnect fees, the location's utility services shall be reconnected by field utility personnel between normal business hours of Monday-Friday 7:00AM to 3:00PM, except holidays.
11. **Appeal:** A customer may request, in writing, a Termination of Services Hearing before the Water & Sewer Commissioners/Selectmen at least twenty (20) days before the termination of services, who shall schedule a date and time for appeal hearing and notify the appellant of said hearing. The Water & Sewer Commissioners/Selectmen shall notify, in writing, the appellant / customer of their decision within ten (10) days of the hearing date.
12. **Reservation of Right:** The Water/Sewer Department with Water & Sewer Commissioners/Selectmen reserves the right to terminate/shut off the water service in all cases for nonpayment of water rates.



TOWN OF WEBSTER WATER & SEWER DEPARTMENTS

38 HILL STREET, P.O. BOX 793
WEBSTER, MA 01570
508-949-3861 OR 508-949-3865

Appendix B

PUBLIC NOTICE (Example)

Mandatory Water Conservation Restriction

August 2024

On Aug 24, 2023, the Webster Water Department issued a mandatory water conservation restriction. In order for the Town to keep up with daily water system demand, we are instituting MANDATORY outdoor water use restrictions. Our largest water source remains offline so we can work on Perfluorocarbon treatment (PFAS) and infrastructure improvements. This is not an emergency and we appreciate your support and assistance.

These mandatory water restrictions are for daily "nonessential" water use from public water sources and shall be in effect from **May 1st and will remain in effect until September 30th**.

When you CAN use water outdoors:

- Even number address may use water outdoors with sprinklers or for washing (cars, walks, drives, buildings, etc...) on even number calendar days before 7:00AM and after 7:00PM;
- Odd numbered address may use water outdoors with sprinklers or for washing (cars, walks, drives, buildings, etc...) on odd number calendar days before 7:00AM and after 7:00PM;
- All addresses may use water outdoors on any day at any time for the following uses:
 - Health or safety reasons;
 - Irrigation of public parks and recreational fields by means of automatic sprinklers outside the hours of 7:00AM to 7:00PM;
 - Irrigation of lawns and gardens by means of a hand-held hose;
 - for the production of food and fiber;
 - for the maintenance of livestock;
 - to meet the core functions of a business;
 - if your property is serviced by a private well.

When you CANNOT use water outdoors:

- Between 7:00AM and 7:00PM at any address on any day for washing or sprinkler irrigation.
- On non-designated days at any time for washing or sprinkler irrigation.

Enforcement will include:

- Written warning of first offense;
- \$50 fine for second offense;
- \$100 fine for each subsequent offense;
- Each day of violation constitutes a separate offense.

Appendix C

CROSS CONNECTION PROGRAM

TABLE OF CONTENTS

- 1. Policy
- 2. Purpose
- 3. Authority
- 4. Definitions
- 5. Backflow Preventer Types
- 7. Responsibilities
 - A. Town of Webster Water Department
 - 1. Low Degree of Hazard
 - 2. High Degree of Hazard
 - B. Owner
 - C. Local Plumbing Inspector
- 8. Prohibited Cross-Connections
- 9. Removal of Backflow Prevention Devices
- 10. Temporary Water Services
 - A. General requirements for temporary water service
 - B. Backflow Preventer Required
- 11. Fire Protection Systems
- 12. Records and Templates
- 13. Device Testers, Test Equipment, and Testing Frequency
 - A. Certified Testers
 - B. Registration of Current Certified Testers
 - C. Maintenance and Calibration of Testing Equipment
 - D. Periodic Testing of Backflow Devices
- 14. Permits, Fees and Fines
- 15. Enforcement Policy
- 16. Quality Assurance and Control
- 17. Public Education
- 18. Response
- 19. Irrigation

Appendix A – Types of Backflow Prevention Devices Required

Appendix B – Cross Connection Control Program Design Data Sheet and Plumbing Plan

Appendix C

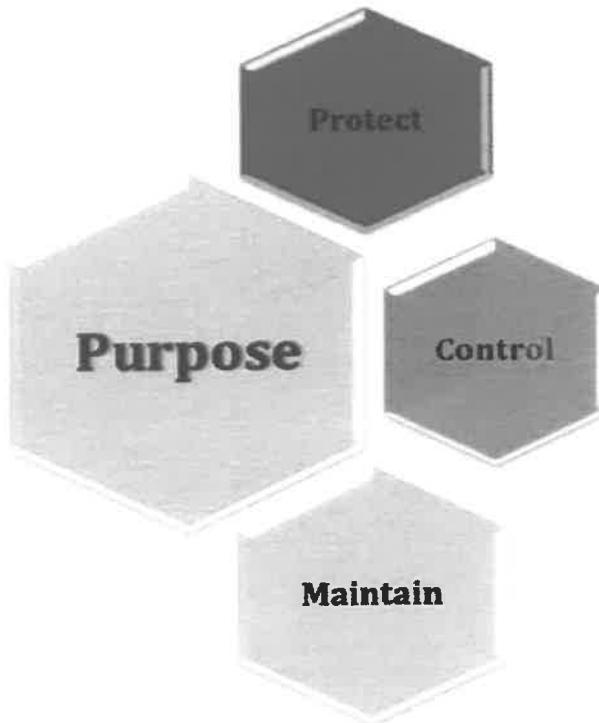
1. Policy

Cross-connections between non-potable sources of contamination or private wells and the public water supplies can pose significant threats to public health. This program is designed to maintain the potability and safety of the water in the distribution system in the Town of Webster by establishing procedures and rules to control potential cross-connection situations. These preventative measures are employed using a containment strategy in order to prevent the contamination of public drinking water via the backflow of water or other fluids from a source(s) other than those approved, intended source(s) of supply.

Appendix C

2. Purpose

1. **To protect the public water supply** served by the Town of Webster from the possibility of contamination or pollution through backflow into the public water system from the Owner's internal distribution system.
2. **To promote control of or the elimination of existing cross-connections, actual or potential, between the in-plant potable water system and non-potable systems.**
3. **Provide continuing maintenance** of the cross-connection control program; effectively preventing the contamination or pollution of all potable water systems by cross-connection.



3. Authority

The Federal Safe Drinking Water Act requires that the water purveyor hold the primary responsibility for preventing water from unapproved sources, or any other substances, from entering the potable, public water system. This intent is further clarified in the Massachusetts DEP Cross-Connection Control Program Regulations, 310 CMR 22.22, and the Town of Webster Water Department Cross-Connection Control Program, hereby incorporated for reference. In addition, authority arises from the rules and regulations published by the Massachusetts Board of State Examiners of Plumbers and Gasfitters, 248 CMR 176, sub-section 10.14.

4. Definitions

Approved: Accepted by the Town of Webster Water Department as meeting an applicable specification stated or cited in this regulation, or as suitable for the proposed use.

Auxiliary Water Supply: Any water supply, on or available to the premises, other than the surveyor's approved public potable water supply.

Cross-Connection: Any actual or potential connection between the public water supply and a source of contamination or pollution.

Fixture Isolation: A method of backflow prevention in which a backflow preventer is located to correct a potential cross-connection at an in-plant location. Fixture isolation may be used in combination with a containment device.

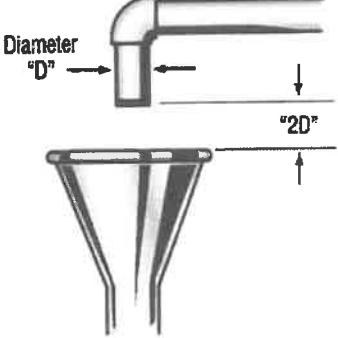
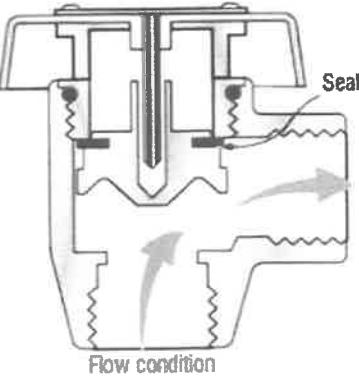
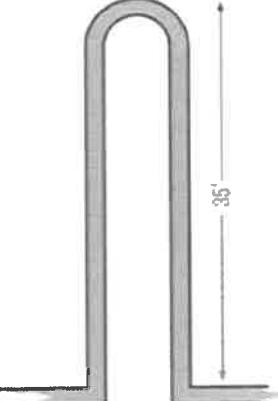
Appendix C

<p>Backflow: The flow of water or other fluids, mixtures or substances, caused by positive or reduced pressure conditions, into the distributing pipes of a potable water supply system from any source other than the approved source of supply.</p> <p>Back Pressure: A condition in which the Owner's system pressure is greater than the supplier's system pressure.</p> <p>Back-Siphonage: The backflow of water caused by the reduction of pressure in the potable water supply system.</p> <p>Certified Tester: An individual who is currently certified by the appropriate regulatory authority, as a Certified Backflow Preventer Tester (or similarly titled certification) to test, maintain and repair a backflow preventer.</p> <p>Containment: A method of backflow prevention requiring a backflow prevention device at the water service entrance, directly after the meter outlet valve and always before the first tap to any appliance, appurtenance, device, pump, pressure vessel, apparatus or outlet intended to serve or handle water.</p> <p>Contaminant: A substance that will impair the quality of the water to a degree that it creates a serious health hazard to the public, leading to poisoning or the spread of diseases.</p>	<p>Owner: Any person holding legal title to a property upon which a cross-connection inspection is to be made or upon which a potential cross-connection may exist.</p> <p>Permit: A document issued by the water supplier that allows the use of a backflow preventer.</p> <p>Pollutant: A foreign substance that would degrade water quality, constituting moderate hazard, or impair the quality to the extent that, while not creating a hazard to public health, does adversely and unreasonably affect water intended for domestic use.</p> <p>Survey: A detailed inspection of an Owner's internal water system for the presence of a potential risk to public health and the adverse effect of a contaminant or pollutant upon a water system arising from a backflow into that system. Surveys are intended to detect all potential cross-connections within an owner's property.</p> <p>Water Superintendent: The official or delegated representative in charge of Town of Webster Water Department who is vested with the authority and responsibility for the implementation of an effective Cross-Connection control program and for the enforcement of the provisions of this ordinance.</p>
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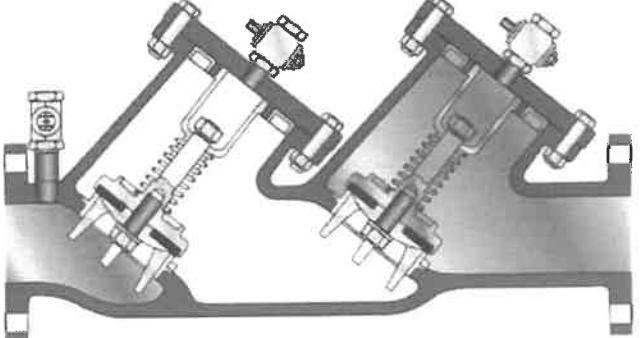
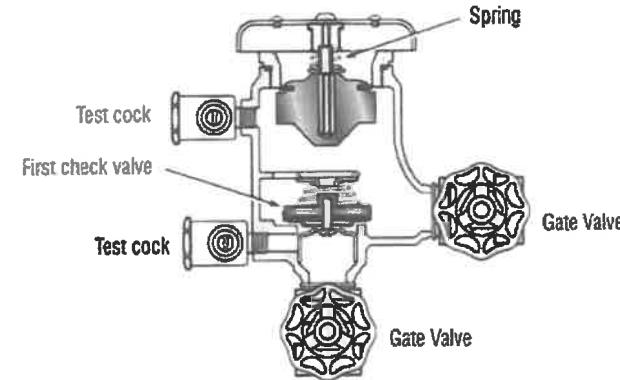
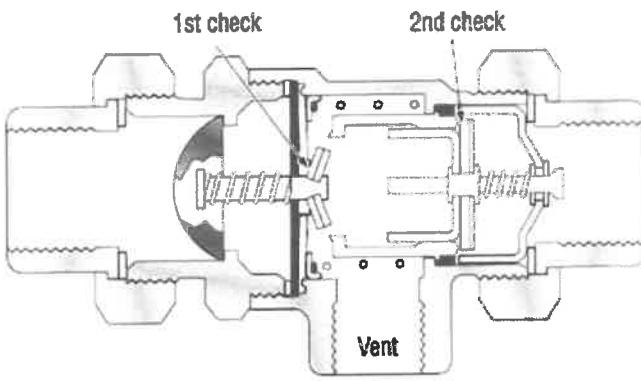
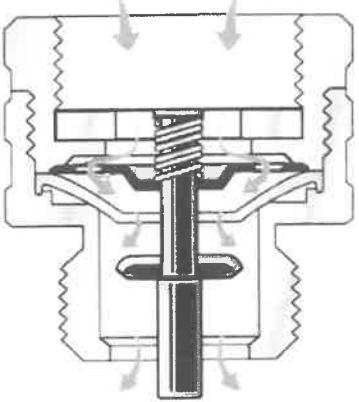
5. Backflow Preventer Types

<p>Air Gap (AG): A physical separation sufficient to prevent backflow between the free-flowing discharge end of the potable water system and any other system. Physically defined as a vertical distance equal to twice the diameter of the supply side pipe diameter, however, no less than one inch.</p>	<p>Atmospheric Vacuum Breaker (AVB): A device that prevents back-siphonage by creating an atmospheric vent when there is either a negative pressure or sub-atmospheric pressure in a water system.</p>
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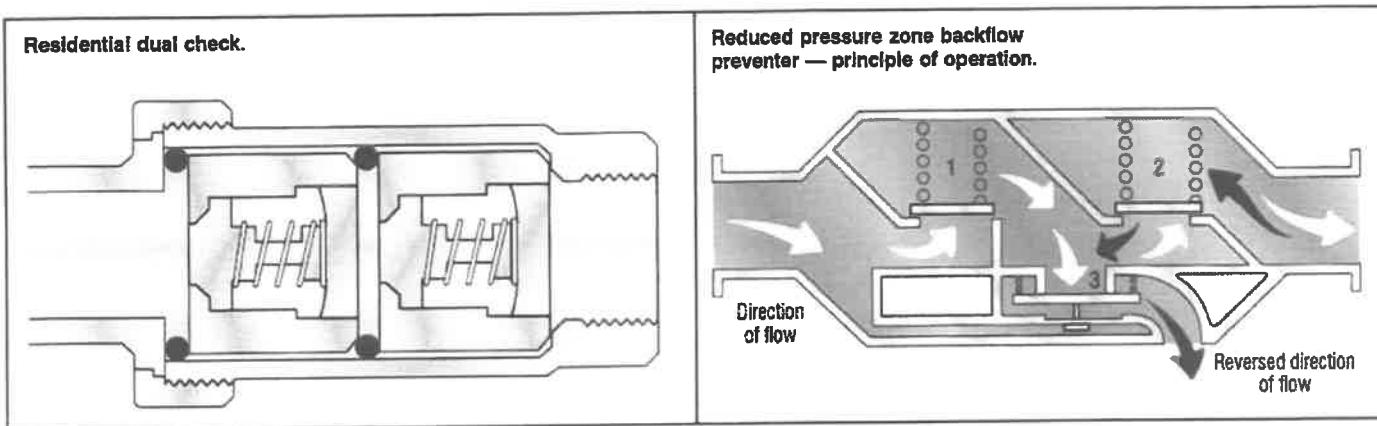
Appendix C

<p>Air gap.</p> 	<p>Atmospheric vacuum breaker.</p> 
<p>Barometric Loop: A fabricated piping arrangement rising at least thirty-five (35) feet at its topmost point above the highest fixture it supplies. It is utilized in water supply systems to protect against back-siphonage.</p>	<p>Barometric loop.</p> 
<p>Double Check Valve Assembly (DCVA): An assembly of two independently operating check valves with tightly closing shut-off valves on each side of the check valves, plus properly located test cocks for testing each check valve.</p>	<p>Pressure Vacuum Breaker (PVB): A device containing one or two independently operated check valves and an independently operated spring loaded air inlet valve located on the discharge side of the check valve(s). The device includes tightly closing shut-off valves on each side of the check valve(s) and properly located test cocks for the testing of the check valve(s).</p>

Appendix C

<p>Double check valve.</p> 	<p>Pressure vacuum breaker</p> 
<p>Backflow Preventer with Intermediate Atmospheric Vent (BPIAV): A device having two independently operating check valves separated by an atmospheric vent chamber.</p>	<p>Hose Bibb Vacuum Breaker: A device connected to a hose bibb acting as an Atmospheric Vacuum Breaker; this device is not to be used under constant pressure.</p>
<p>Double check valve with atmospheric vent.</p> 	<p>Hose bibb vacuum breaker.</p> 
<p>Residential Dual Check: An assembly of two 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.</p>	<p>Reduced Pressure Backflow Preventer (RPBP): An assembly consisting of two independently operating check valves with an automatically operating differential relief valve located between the two check valves, tightly closing shut-off valves on each side of the check valves, plus properly located test cocks for the testing of the check.</p>

Appendix C



7. Responsibilities

A. Town of Webster Water Department

- For new installations, the Town of Webster Water Department will provide an on-site evaluation and/or inspection of plans in order to determine the type of backflow preventer that will be required by the Town of Webster Water Department for containment.
- For premises existing prior to the start of this program, the Town of Webster Water Department will perform surveys and follow-up inspections of plans and/or the premises. The Town of Webster Water Department will inform the Owner in writing of the findings of the survey, as well as any corrective action(s) deemed necessary and the time allowed for the correction to be made. Ordinarily, forty-five (45) days will be allowed. However, this time period may be adjusted commensurate with degree of hazard involved, the complexity of the upgrade, and the history of the device(s) in question.
- Any existing backflow preventer shall be allowed by the Town of Webster Water Department to continue in service unless the degree of hazard is such as to supersede the effectiveness of the present backflow preventer, or its use results in an unreasonable risk to public health.
- The Town of Webster Water Department will not allow any cross-connection with a high degree of hazard to remain unless it is protected by an approved backflow preventer for which a permit has been issued and which shall be regularly tested to assure satisfactory operation.
- The Town of Webster Water Department will inform the Owner of any failure to comply by the time of the first re-inspection. The Town of Webster Water Department will allow an additional fifteen (15) days for the correction. In the event that the Owner informs the Town of Webster Water Department of extenuating circumstances concerning the reason behind the lack of a correction being made, a time extension may be granted by the Town of Webster Water Department, not to exceed an additional thirty (30) days.
- If, at any time, the Town of Webster Water Department determines that a serious threat to the public health exists, the water service will be terminated immediately.
- The Town of Webster Water Department will conduct initial premise surveys to determine if a containment backflow prevention device already exists, the nature of existing hazards, and corrections to be made. It is contemplated that the initial focus will be on high hazard industries and commercial/industrial premises, with secondary emphasis on residential properties.

Appendix C

The Town of Webster Water Department will classify each cross-connection by degree of hazard and will require the installation of approved backflow prevention devices for high and low hazards.

1. Low Degree of Hazard

If backflow were to occur, the resulting effect on the water supply would be a change in its aesthetic qualities. The foreign substance must be non-toxic to humans. The following types of backflow prevention devices may be used for the containment of on-site contaminants in low hazard situations as approved by the Town of Webster Water Department:

- Air gap (AG)
- Atmospheric Vacuum Breaker (AVB)
- Pressure Vacuum Breaker (PVB)
- Double Check Valve Assembly (DCVA)
- Residential Dual Check
- Backflow Preventer with Intermediate
- Atmospheric Vent (BPIAV)
- Combination of the above

2. High Degree of Hazard

- If backflow were to occur, the resulting effect on the water supply could cause illness or death. The foreign substance may be toxic to humans from a chemical, bacteriological, or radiological standpoint. The effects of the contaminants may result from short or long term exposure.
- Only the following types of backflow prevention devices may be used for the containment of on-site contaminants in high hazard situations:
 - Air gap (AG)
 - Reduced Pressure Principle Backflow Preventer (RPZ)
 - Combination of the above

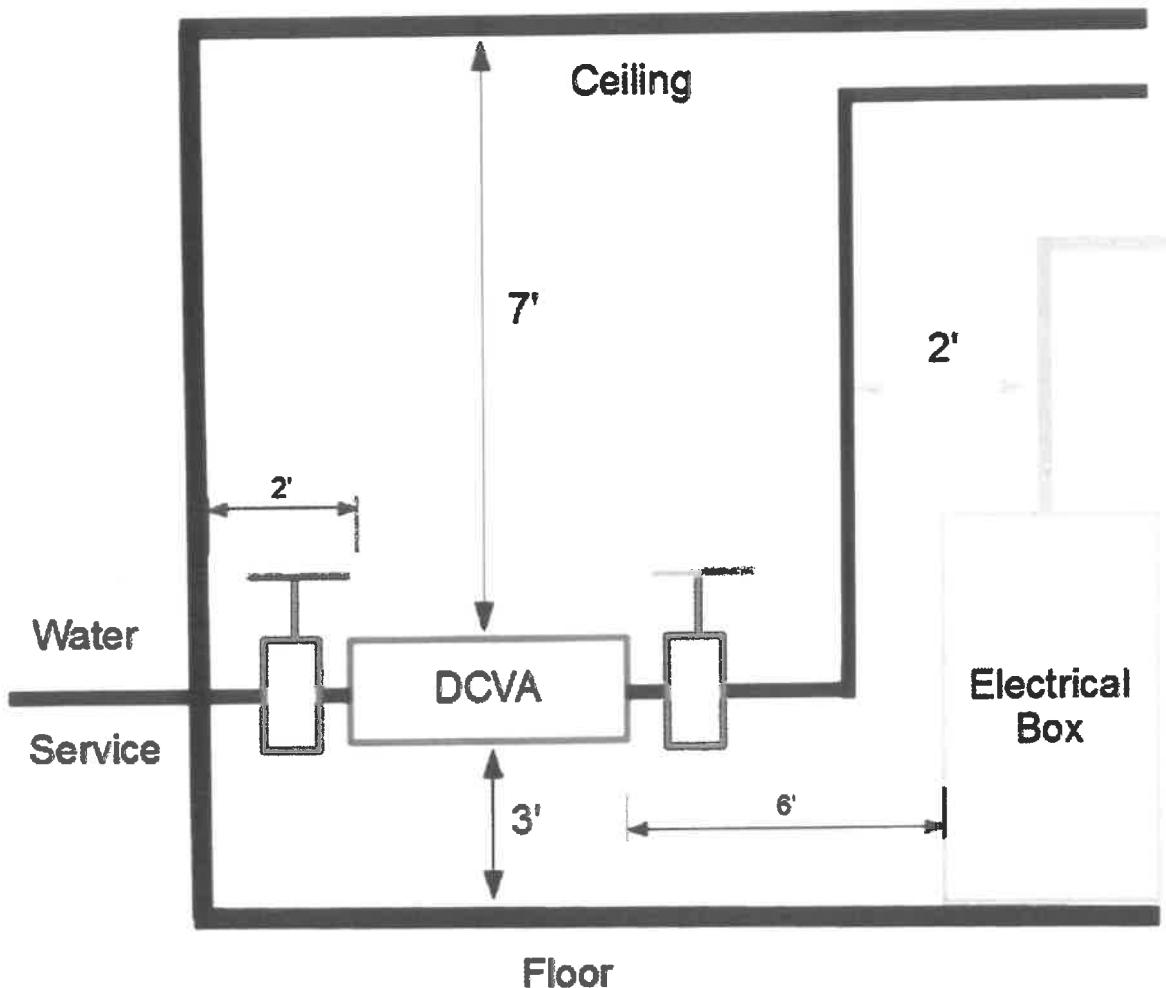
B. Owner

- The Owner shall be responsible for the elimination or protection of all cross-connections on his premises. The Owner shall be responsible for the water quality beyond the outlet end of the containment device and should utilize fixture outlet protection for that purpose.
- The Owner shall absorb all costs to install, perpetually maintain, and professionally inspect any and all backflow preventers on his premises.
- The Owner shall correct any malfunction of the backflow preventer revealed by periodic inspections. This shall include the replacement of parts or the replacement of the backflow preventer, if deemed necessary by the Town of Webster Water Department.
- The Owner shall inform the Town of Webster Water Department of any proposed or modified cross-connections and also existing cross-connections of which the owner is aware but have not yet been discovered by the Town of Webster Water Department.

Appendix C

- The owner shall not install a bypass around any backflow preventer unless there is a backflow preventer of the same type on the bypass. Owners who cannot shut down operations for testing of the device(s) must supply additional devices necessary to allow inspection to take place.
- The Owner shall install backflow preventers in a manner and location approved by the Town of Webster Water Department.
- The Owner shall only install backflow preventers approved by the Town of Webster Water Department.
- The Owner will be required to install a high hazard backflow preventer at the service entrance if a private water source is maintained, even though it is not cross-connected to the Town of Webster water system.
- In all high hazard facilities requiring backflow devices installed for containment, if the owner installs plumbing to provide potable water for domestic purposes on the Town of Webster Water Department side of the backflow preventer, such plumbing must have its own backflow preventer installed.
- The owner shall be responsible for the payment of all fees for permits, surveys, annual or semi-annual device inspections, re-testing in the event of device failure, and re-inspections for non-compliance with the Town of Webster Water Department requirements.
- All residential buildings will be required to conform to Massachusetts State Plumbing Code and the Town of Webster Water Department regulations relating to backflow prevention.
- Commercial Owners shall install a backflow prevention device commensurate with the degree of hazard, as determined by the Town of Webster Water Department.
- As part of the permitting process and prior to device installation, the Owner shall submit to the Town of Webster Water Department a sketch of the proposed installation of the required backflow preventer. The sketch shall depict the height from the floor and the distance from any walls and the ceiling. In the case of fire protection devices, the sketch should show the point of entry of the water line into the building. All testable backflow devices must be installed per USC/ASE guidelines. The sketch must also be inclusive of any electrical connections within ten (10) feet of the device installation.

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- If a reduced pressure principle backflow preventer is required, the Owner must ensure that provisions have been made to carry any water vented from the device to a proper drain. Any new installation of reduced pressure principle backflow preventers in meter pits, vaults, or any other container where the device could potentially be submerged is prohibited (See Section 19 on Irrigation). Existing devices installed in pits, vaults, or any other container that require confined space entry to test devices will incur additional expenses that the Owner will absorb.
- The Owner should be aware that the installation of a backflow device results in a potentially closed plumbing system within the residence. As such, provisions may have to be made by the Owner to provide for thermal expansion within the closed loop system, i.e., the installation of thermal expansion devices and/or pressure relief valves.
- The Town of Webster Water Department strongly recommends that all new and retrofit installations of reduced pressure principle devices and double check valve backflow preventers include the additional installation of strainers located immediately upstream of the device to prevent fouling of backflow devices due to unforeseen circumstances occurring to the water supply system, such as water main repairs, water main breaks, fires, periodic cleaning and flushing of mains, etc. These occurrences may 'stir up' debris

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within the water main that will cause fouling of backflow devices installed without the benefit of strainers.

C. Local Plumbing Inspector

Local plumbing inspectors, authorized by the Massachusetts Board of State Examiners of Plumbers and Gasfitters, 248 CMR 176, sub-section 10.14, have the following responsibilities relative to cross-connections:

- The inspector of plumbing will ensure that potable water supply systems are designed, installed and maintained in a manner as to prevent contamination from non-potable liquids, solids, or gases that may be introduced to a potable water supply system through cross-connections.
- After reviewing the plans and specifications for plumbing work and before issuing a permit, the plumbing inspector shall require the installation of appropriate devices in accordance with 248 CMR 176.
- No plumbing permit shall be issued for cross-connection installations requiring reduced pressure zone backflow preventers or double check valve assemblies until the application for such permit is accompanied by a letter of approval from the Town of Webster Water Department.

8. Prohibited Cross-Connections

- No person shall connect, cause to be connected, or allow to remain connected, any piping, fixture, fitting, container, appliance, or internal system in a manner that may allow any foreign substance to enter the Town of Webster water system, unless the water system is protected by an approved backflow preventer that has been installed, tested, and maintained in accordance with this bylaw.
- No person shall install or maintain a service connection to any water system in which the plumbing, facilities, and fixtures have not been constructed and installed under the authority of a permit, as required by a local government and by using the acceptable plumbing practices prescribed by the Massachusetts Board of State Examiners of Plumbers and Gasfitters.

9. Removal of Backflow Prevention Devices

- No person shall remove, cause, or permit to be removed an approved backflow preventer that has been specifically installed to protect the Town of Webster Water Department except under the following conditions:
- Necessary to facilitate the repair of the backflow preventer that shall be immediately replaced with a temporary backflow preventer until the original backflow preventer is satisfactorily repaired or replaced and tested.

OR

- For the purpose of immediately replacing the backflow preventer with another backflow preventer that meets or exceeds the requirements listed in this plan.

OR

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- Warranted due to alterations to the Owner's water system that completely eliminates the risk of contamination to the Town of Webster Water Department for which the backflow preventer was originally required. In such circumstances, the backflow preventer shall not be removed until the Town of Webster Water Department provides written approval for the removal of the backflow preventer upon the receipt of the documentation listed below. The cost of obtaining the necessary documentation shall be the responsibility of the owner and includes:
 - A written request from the Owner to permit the removal of the backflow preventer.
 - A cross-connection survey report confirming that the cross-connection hazard no longer exists within that facility.

OR

- Authorized by the Town of Webster Water Department

10. Temporary Water Services

A. General requirements for temporary water service

Any outlet used to dispense drinking water from the Town of Webster water system to supply a temporary water service for construction or other purposes shall be protected against backflow caused by backsiphonage or backpressure under the following circumstances:

- A reduced pressure backflow preventer shall be used when there is no final connection to a plumbing system.
- A reduced pressure backflow preventer shall be used when the temporary water service is connected to a plumbing system with high hazard cross-connection. The presence of an on-site auxiliary water supply or contaminating conditions shall require a reduced pressure backflow preventer.
- A minimum double check backflow preventer shall be used when the temporary water service is connected to a plumbing system with a low hazard cross-connection.
- The appropriate backflow preventer used for the temporary water service is to be owner-provided.

B. Backflow Preventer Required

A contractor, developer, or other person (customer) requiring temporary water service may acquire water from the Town of Webster water system provided that the temporary water connection is fitted with a backflow preventer approved by the Town of Webster Water Department in accordance with the following requirements:

- If a temporary service connection using a fire hydrant, flush valve assembly, or temporary connection is used to provide water, a shut off valve and backflow preventer (may include a temporary water meter) shall be installed on the hydrant, flush valve outlet, or temporary connection.
- The Town of Webster Water Department may supply, install, and test the temporary water meter, valve, and backflow preventer at the Owner's cost.
- Prior to the Town of Webster Water Department turning on the supply of water to the temporary water connection, the Owner shall demonstrate to the satisfaction of the Town of Webster Water Department

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that an appropriate backflow preventer is installed, in accordance with the requirements of this section, and is functioning properly.

- The Owner shall protect the temporary water meter, valve, and backflow preventer from freezing and/or any other damage.
- If any loss or damage occurs to the temporary water meter, valve, or backflow preventer, the Owner shall immediately notify the Town of Webster Water Department and shall pay all costs associated with the replacement or repair of the temporary water meter, valve, or backflow preventer.
- If the backflow preventer is damaged or missing, the Town of Webster Water Department reserves the right to immediately shut off the water supply from the public water system through the temporary water connection to the Owner's real property until the backflow preventer is either replaced or repaired.
- The Owner shall be responsible for the safe return and proper working condition of any temporary water meter, valve, and backflow preventer provided by the Town of Webster Water Department for the temporary water service.

Temporary water service to industrial-commercial-institutional (ICI) or multi-family construction sites

- During the construction period for an ICI or large multi-family facility, the temporary water service at a construction site for an ICI or multi-family residential facility shall be isolated using a reduced pressure backflow preventer downstream of the water meter.

Temporary water service to residential construction sites during the construction period

- The temporary water service at a construction site for a small (1-3 family) residential facility shall, minimally, use both of the backflow preventers listed below, connected in series; based upon observed cross-connection hazards, a site may require a higher, more stringent level of isolation:
- Reduced Pressure Principle Backflow Preventer (typically located downstream of the water meter)

AND

- A hose connection vacuum breaker (typically located at the hose connection).

11. Fire Protection Systems

Fire Protection System Isolation

- Fire protection systems shall be separately isolated either by using a Reduced Pressure Backflow Preventer or a Double Check Backflow Preventer (appropriate to the type of fire system installed within the facility).

Fire Protection System Isolation for New, Severe Hazard Facilities:

- A fire protection system installed within a new facility categorized as a high cross-connection hazard shall itself require a Reduced Pressure Backflow Preventer. (See Appendix A, Section 19)

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Hydraulic Performance

- Prior to the installation of a backflow preventer on an existing fire protection system, the Town of Webster Water Department may require that a professional engineer review the hydraulic calculations to ensure that the operation of the fire protection system will not be compromised and that it complies with the appropriate codes and standards. The cost of providing this assurance shall be borne entirely by the Owner, except where stated otherwise.

12. Records and Templates

The Town of Webster Water Department will initiate and maintain the following records:

- Master list of all service connections relying upon backflow preventers to protect the public water system
- Inventory information on approved air gaps or backflow preventers to include description, installation date, history of inspections, tests, repairs, test results, and the name of the inspector/tester
- Master files on Cross-Connection Permits
- Copies of permits and permit applications and installation sketches
- Copies of survey results and summaries
- Annual program summary reports and backflow incident reports

The Town of Webster Water Department will prepare standardized survey forms, reports, and notifications to be used during implementation of this program.

13. Device Testers, Test Equipment, and Testing Frequency

A. Certified Testers

- All certified testers submitting backflow preventer test data to the Town of Webster Water Department shall possess a current, valid license issued by MassDEP.
- All approved authorized testers will have a Town of Webster Water Department I.D.
- If the certified tester is unable to provide proof that he/she is a certified backflow assembly tester, the backflow preventer test data shall be deemed invalid and the backflow preventer shall revert to an untested status.
- Backflow preventer test data shall not be accepted from a certified tester if their certification has expired prior to the date of the backflow preventer test.

B. Registration of Current Certified Testers

- When notified to do so by the Town of Webster Water Department, all certified testers currently testing backflow preventers installed in the Town of Webster water system shall register with the Town of Webster Water Department and, henceforth, shall renew their registration annually.

Registration of Newly Certified Testers

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- Prior to conducting any testing on backflow preventers installed within the public water system, all newly certified testers shall register with the Town of Webster Water Department.

C. Maintenance and Calibration of Testing Equipment

- Certified testers shall ensure that their testing equipment is, at all times, maintained so that it performs within the manufacturer's tolerances and specifications.
- Testing equipment shall be calibrated and certified by the authorized manufacturer's representative to meet the requirements of the Town of Webster Water Department.
- The calibration of testing equipment shall be conducted once every twelve (12) months, or as specified by the Town of Webster Water Department, from the date of the previous calibration.
- All testing equipment calibrators shall provide a copy of the calibration results to the Town of Webster Water Department within seven (7) days of the calibration.

D. Periodic Testing of Backflow Devices

- All testable backflow prevention devices shall be inspected and tested semi-annually or annually based on the backflow device type.
- Periodic inspections shall be performed by a certified inspector; results shall be recorded on standard forms and copies distributed to the Owner and the Town of Webster Water Department within 14 days of the actual test.
- Any backflow preventer that fails during a periodic test will be repaired or replaced. Upon completion of a repair, the device will be tested a second time at the Owner's expense to verify correct operation. High hazard situations will not be allowed to continue unprotected if the backflow preventer fails the test and cannot be repaired immediately. The Owner is responsible for spare parts, repair tools, or a replacement device. Parallel installation of two (2) devices is an effective means to ensure uninterrupted water service.
- These devices shall be repaired or replaced at the expense of the Owner whenever said devices are found to be defective.
- Backflow prevention devices will be inspected more frequently if the Town of Webster Water Department feels that, due to the degree of hazard involved or other reasons determined, additional inspections are warranted. Cost of the additional inspections will be borne by the Owner.
- All new and modified fire protection systems shall have a backflow device installed in-line prior to any appurtenances. The type of device required shall be based on the degree of hazard, as determined by the Town of Webster Water Department.
- Simple wet or dry systems, without the use of chemicals within the system, that do not have a fire pump or external fire department connections, shall be considered low hazard and require a testable double check valve assembly.
- Any system containing any outside fire department connections, fire pumps, and/or chemicals, such as fire suppressants or antifreeze, shall be considered a high hazard situation and require a reduced pressure principle backflow preventer.

14. Permits, Fees and Fines

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- Cross-connection permits required for each backflow prevention device must be obtained from the Town of Webster Water Department. The fee for this permit is included in the Town of Webster Water Department initial test fee and subject to change.
- A permit is not required when fixture isolation is achieved with the utilization of a non-testable backflow preventer.
- The fee for testing backflows shall be in accordance with the fee table provided herein, subject to change.
- In addition to termination of water service, the Town of Webster Water Department reserves the right to assess a fine of up to \$300.00.
- The Town of Webster Water Department currently does not assess a fee for surveys, however, this is subject to change. If the Town of Webster Water Department initiates a change to begin charging for facility surveys, payment for surveys is the responsibility of the Owner.

15. Enforcement Policy

Access to Property

- An officer or other person authorized by the Town of Webster Water Department may enter at all reasonable times and upon presentation of proof of his or her identity any real property, including all areas within individual facilities, to inspect and determine whether or not all regulations, prohibitions, and requirements under this bylaw are being met.

Enforcement of Program Provisions

- An officer or other person authorized by the Town of Webster Water Department may enforce the provisions of this program.

Installation of Devices

- The water purveyor will be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow of contaminants or pollution through the water service connection. The designated agent shall give notice, in writing, to each Owner to install an approved backflow prevention device at each water service and on unprotected fixtures within the building to the Owner's premises. The Owner shall, within forty-five (45) days or sooner, dependent upon the degree of hazard, install approved device or devices at their own expense.

Repair/Replacement of Defective Devices

- If the Owner fails to ensure that a defective backflow preventer for a facility classified as a high cross-connection hazard has been repaired or replaced within the permitted time period, the Town of Webster Water Department may conduct an inspection to verify that the level of backflow protection for the system is commensurate with the cross-connection hazards found within the facility.

If the Town of Webster Water Department conducts an inspection and finds that:

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- The level of backflow protection is satisfactory, but the defective backflow preventer that provides containment (including any supplementary backflow preventers that are defective) has not been repaired or replaced and tested, the Town of Webster Water Department shall direct the Owner to complete the outstanding repairs or replacement and advise the Owner that, in the absence of the Owner completing those repairs or replacement and testing within a specified period, the Town of Webster Water Department reserves the right to terminate water service;

OR

- If the level of backflow protection is unsatisfactory, the Town of Webster Water Department shall direct the Owner to install and test backflow preventers appropriate to the level of cross-connection hazards found within the facility within a specified period of time.

Failure to Comply With Direction of the Town of Webster Water Department

- If an Owner fails to comply or refuses to comply with an oral or written directive of the Town of Webster Water Department, the Owner may be subject to penalties, including fines and the termination of water service.

16. Quality Assurance and Control

All backflow preventers shall be approved by the Foundation for Cross-Connection Control, Hydraulic Research of the University of Southern California (FCCCHR-USC), and/or the American Society of Sanitary Engineers (ASSE).

17. Public Education

- The Town of Webster Water Department will promote the elimination of existing cross-connections, actual or potential, between its Owners' in-plant potable water system(s) and any non-potable source through public education.
- All new and existing Owners shall be informed of the dangers of cross-connections to the safety of the public water supply system. This information shall include an explanation of backflow, typical residential (or commercial) cross-connections, and the threats that may be introduced should a backflow condition occur. The importance of removal or protection of cross-connections within the private water system shall be stressed.
- The Owner shall be informed that installation of a backflow device results in a potentially closed plumbing system within the residence or commercial building.
- Public education may be included in water bills. Other means to disperse cross-connection education may include local radio, public access television, community events, school presentations, and local newspaper articles.

18. Response

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- Suspected backflow incidents will be investigated promptly. If a cross-connection is found, it shall be isolated. The Owner shall be required to remove the cross-connection and/or install an appropriate backflow prevention device prior to the restoration of water service to the owner.

19. Irrigation

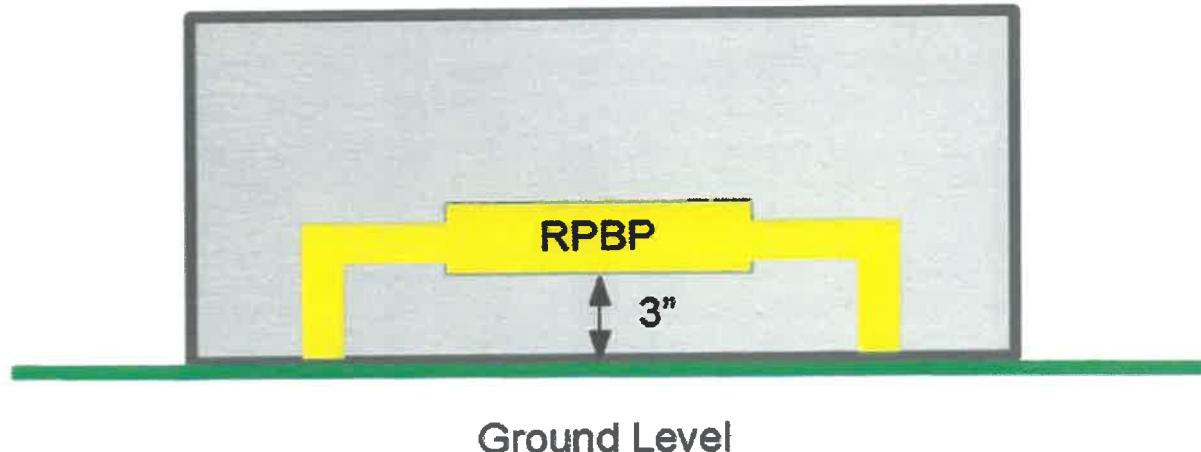
All commercial, industrial, institutional, and residential facilities must have backflow protection on their irrigation systems. A permit from the Town of Webster Water Department is required before work begins. Backflow preventers are tested annually. Installation requirements are:

- Irrigation systems must have, at a minimum, a Pressure Vacuum Breaker or Reduced Pressure Principle Backflow Preventer device (or appropriate backflow assembly) at the potable water connection
- Reduced Pressure Backflow Preventer devices will be preferably installed inside building or in an above ground cabinet. Other installations will require approval by the Town of Webster Water Department.
- Assembly must not be covered by sod, dirt, or construction debris
- Test ports must have plastic or brass threaded plugs
- The assembly must be readily accessible with adequate room for maintenance and testing. Assemblies two (2) inches and smaller must have at least a 3-inch clearance on all sides of the assembly. Backflow assemblies shall be installed so that the checks are horizontal and the test cocks face upward.
- There must be at least six inches of crushed stone under the assembly on outside installations
- Water must be ON during test
- Assembly orientation must allow for easy access to test cocks
- The box must have solid walls constructed with non-decaying materials that extend to the crushed stone base

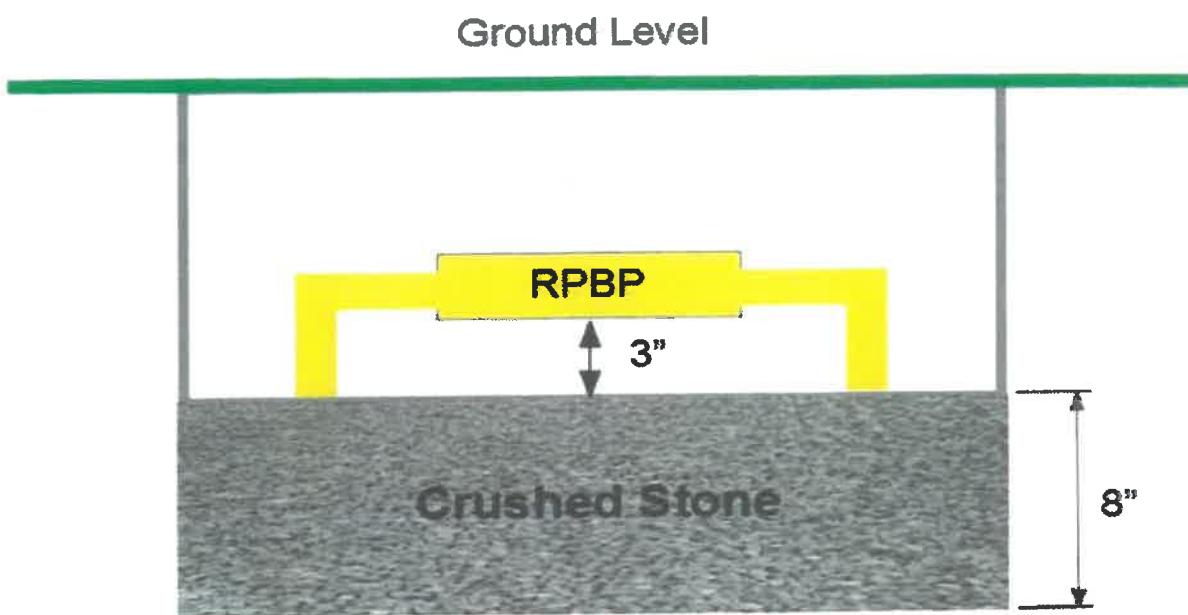
Sample outside above ground RPBP installation:

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Weather Proof Cabinet



Sample outside below ground RPBP installation:



Appendix A – Types of Backflow Prevention Devices Required

Types of Backflow Prevention Devices Required: Referenced from the provisions of 310 CMR 22.22 (10), Table 310 CMR 22-1 shall serve as the guide for the type of protection required.

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TABLE 22-1

AG - Air Gap
RPBP - Reduced Pressure Backflow Preventer
DCVA - Double Check Valve Assembly

AVB - Atmospheric Vacuum Breaker
PVB - Pressure Vacuum Breaker
BPIAV - Backflow Preventer with Intermediate Atmospheric Vent

Types of Hazard on Premises	Acceptable Types of Backflow Preventers						Comments*
	AG	RPBP	DCVA	AVB	PVB	BPIAV	
1. Sewage Treatment Plant	X	X					
2. Sewage Pumping Station	X	X					
3. Food Processing	X	X	X*				*If no health hazard exists
4. Laboratories	X	X	X*				*If no health hazard exists
5. Fixtures with hose threads on inlets	X	X	X	X			In addition to an air gap separation, all fixtures that have a threaded hose type connection shall at a minimum, be equipped with a AVB in accordance with 248 CMR 2.14
6. Hospitals, Mortuaries, Clinics	X	X					
7. Plating Facilities	X	X					
8. Irrigation Systems	X	X		X*	X**		Each case should be evaluated individually. *An AVB can be used if no backpressure is possible and no health hazard exists. **Pressure Vacuum Breakers can be installed if, back pressure is not possible
9. Systems or Equipment Using Radioactive Material	X	X					
10. Submerged Inlets	X	X		X*			*If no health hazard exists and no back pressure is possible
11. Dockside Facilities	X	X					
12. Valved outlets or fixtures with hose attachments	X	X		X*			Each case should be evaluated individually *If no health hazard exists and no back pressure is possible
13. Commercial Laundries and Dry Cleaners	X	X					
14. Commercial Dishwashing Machines	X	X		X*			*If no health hazard exists
15. High and Low Pressure Boilers	X	X*					*If chemicals are added
16. Low Pressure Heating Boilers						X	Residential and small commercial, having no chemicals added
17. Photo Processing Equipment	X	X					
18. Reservoirs - Cooling Tower Re-circulating Systems	X	X					
19. Fire Protection Systems: For cross connection control, fire protection systems may be classified on the basis of water source and arrangement of supplies as follows:							

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310 CMR 22.22 - Cross Connection Distribution System Protection - Effective Date: 01/05/2001

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19. Fire Protection Systems (continued)						
a. <u>Class 1</u> : Direct connection from public water system mains only; no pumps, tanks, or reservoirs; no physical connection from other water supplies; no antifreeze or other additives of any kind; all sprinkler drains discharge to atmosphere, dry wells, or other safe outlets. These systems may or may not have fire department connections. Refer to 310 CMR 22.22(9)(d)1.	X	X	X		A backflow prevention assembly does not have to be installed on existing fire protection systems installed prior to March 21, 1997, provided that the fire protection system is registered with the public water system, equipped with a UL listed alarm check valve that is properly maintained in accordance with NFPA 25 and has not undergone substantial modification defined within 310 CMR 22.22(9)(d)3. Alarm check maintenance records must be available for inspection by the Department, its designee or the public water system	
b. <u>Class 2</u> : Same as Class 1 except that booster pumps may be installed in the connections from the street mains. These systems may or may not have fire department connections. Refer to 310 CMR 22.22(9)(a).	X	X	X		A backflow prevention assembly does not have to be installed on existing fire protection system installed prior to March 21, 1997, provided that the fire protection system is registered with the public water system and equipped with a UL listed alarm check valve that is properly maintained in accordance with NFPA 25. Alarm check maintenance records must be available for inspection by the Department, its designee or the public water system	
c. <u>Class 3</u> : Direct connection from public water system mains, plus one or more of the following: elevated storage tanks; fire pumps taking suction from aboveground covered reservoirs, or tanks; and pressure tanks.	X	X*	X*		*RPBP or DCVA contingent on evaluation of auxiliary supply and on-site system in accordance with 310 CMR 22.22(9)(d)1.	
d. <u>Class 4</u> : Directly supplied from public water system mains, similar to Class 1 and Class 2 with an auxiliary water supply dedicated to the fire department use and available to the premises, such as an non-potable water source located within 1700 feet of the fire department connection, (FDC).	X	X*			*RPBP on evaluation of auxiliary supply and on-site system in accordance with 310 CMR 22.22(9)(d)1.	
e. <u>Class 5</u> : Directly supplied from public water system mains, and interconnected with auxiliary supplies, such as pumps taking suction from reservoirs exposed to contamination, or rivers and ponds; driven wells; mills or other industrial water systems; or where antifreeze or other additives are used.	X*	X*			*RPBP or air gap contingent on evaluation of auxiliary supply and on-site system. Refer to 310 CMR 22.22(9)(d)1.	
f. <u>Class 6</u> : Combined industrial and fire protection systems supplied from the public water mains only, with or without gravity storage or pump suction tanks.	X	X*		X	X	*RPBP contingent on evaluation of on-site water system. Refer to 310 CMR 22.22(9)(d)1.
g. Residential fire protection systems for one and two family detached dwellings and manufactured homes only. Fire protection systems in three family dwellings meeting NFPA 13D requirements as provided in 780 CMR, Chapter 9, are included in this section.	X	X	X			Non testable devices and flow through systems should be used whenever possible. Systems are typically designed and installed in accordance with NFPA 13D: "Installation of Sprinkler systems in One and Two Family Dwellings and manufactured homes." These systems are authorized to use food grade antifreeze with no additional requirements when potable piping (PB, CPVC, and copper tube) is employed. If non-grade antifreeze is utilized, the system may be classified as a class 5. If a fire department connection is used, the requirements for a class 1 or 2 apply.
h. Residential fire protection systems for other than those described in Table 22.1-19.g.	X	X	X			Fire protection system in this category shall comply with the requirements set forth in class 1 through 4 as appropriate.
20. Solar Energy Systems	X	X			X*	Residential and small commercial having no chemicals or only USP Glycerine added to water
21. Single Jacketed Heat Exchangers	X	X				Each case should evaluated individually

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Appendix B - Cross Connection Control Program Design Data Sheet and Plumbing Plan

RESIDENTIAL CROSS CONNECTION APPLICATION

LAWN SPRINKLER- New N LAWN SPRINKLER- Existing: Y N

SILCOCKS: Y NEW SECOND METER: Y N

HOME OWNER INFORMATION

LOCATION OF METER: _____

PROPERTY OWNER: _____ TEL NO: _____

ADDRESS: _____

PLUMBER/CONTRACTOR INFORMATION

COMPANY NAME: _____ TEL NO: _____

ADDRESS: _____

CONTACT PERSON: _____ TEL NO: _____

PLUMBER'S EMAIL: _____

BACKFLOW PREVENTION DEVICE INFORMATION

MANUFACTURER: _____

TYPE: _____ MODEL: _____

CROSS CONNECTION PLAN

ON REVERSE SIDE OF THIS SHEET, PLEASE PROVIDE A SCHEMA TIC, USING ACCEPTED SYMBOLS AND NOMENCLATURE, DETAILING YOUR PROPOSED INSTALLATION. IT IS IMPORTANT THAT THE SCHEMA TIC SHOW EITHER: (1) PRESSURE VACUUM BREAKER INSTALLATION -MUST HAVE A MINIMUM OF 12 INCHES ABOVE THE HIGHEST POINT OF WATER IN A SPRINKLER SYSTEM, OR (2) REDUCED PRESSURE ZONE BACKFLOW ASSEMBLY -ASSEMBLY MUST BE INSTALLED A MINIMUM OF 12 INCHES ABOVE GROUND LEVEL.

SIGNATURE OF APPLICANT: _____ DATE: _____

OFFICE USE ONLY

APPROVED BACKFLOW DEVICE
NOTIFIED PLUMBER/HOMEOWNER
NOTIFIED PLUMBING INSPECTOR

Date _____ Initials _____
Date _____ Initials _____
Date _____ Initials _____

Appendix C



WEBSTER WATER DEPARTMENT
P.O. Box 793 - 38 HILL ST - WEBSTER, MA 01570
PHONE: 508-949-3861 or 508-949- 3865 FAX: 508-949-3868

NON-RESIDENTIAL BACKFLOW PREVENTION DEVICE DESIGN DATA SHEET

1. Owner's Name: _____

Address: _____

2. Facility

Name: _____

Address: _____

Contact Person / Agent: _____

Telephone # of Facility: _____

New or Existing Facility: _____

General Description of the type of business or activities carried out at this facility:

3. DEVICE DATA

Manufacture _____ Model # _____

RPBP _____ DCVA _____ PVB _____ SIZE _____ Hot / Cold Unit _____

Location of device _____

From what type of contamination is the water supply protected? _____

How many other (RPBP) or (DCVA) are located in this building? _____

Type of Gate Valve? OS&Y _____ BALL _____ BUTTERFLY _____ NRS _____

Plans Submitted

A fully labeled, detailed schematic of the potable and nonpotable water piping **Immediately surrounding** the backflow prevention device installation must be submitted. These plans must clearly show the following:

1. Height above floor of the device;
2. Distance from wall of the device;
3. Type of chemical(s) used (if any) and the type of downstream of the device;
4. Alignment of the device;
5. Type of chemical(s) used (if any) and the type of equipment upstream of the device;
6. Location of upstream and downstream shutoff valves.

Please note the schematic must be at least 8 1/2 by 11 inches with a completed title block.

Design data sheet submitted by:

Plumber signature _____ (date) _____

Owner's Agent/owner _____ Of _____

Date

Tele. No. _____

Water Division

Assigned Cross Connection ID No. _____

Installation approved _____

Installation rejected _____

Comments _____

Approved

Cross Connection Inspector

Date

Water Superintendent

Date

INSERT APPENDIX "D" ABATEMENT POLICY

Appendix D



Water & Sewer Department
P.O. Box 793 (38 Hill Street)
Webster, MA 01570

Phone: (508) 949-3861-Water
Phone: (508) 949-3865-Sewer
Fax: (508) 949-3868

Water & Sewer Abatement Policy

Pursuant to the Town of Webster regulations, ALL appeals to water and sewer bills must be made in writing within thirty (30) days of the bill date.

Please read the following information carefully and fill out the attached application, if you need assistance please refer to the last page of the instructions for contact information.

Definitions:

Abatement: A change in an issued utility bill for reasons not attributable to errors made in calculating the utility bill or the service was not used.

Billing Period: The period of time between one reading of the meter, whether the reading is actual or estimated. A second reading may be taken prior to the abatement being granted. An estimated bill will NOT be eligible for abatement these bills are based on the actual past three readings.

Forms: When required under this policy requests for abatement must be submitted to the Department in writing. The Department will supply the forms necessary to provide the information needed to act upon the request.

Completed applications must be submitted within thirty (30) days of the issued bill, no adjustments will be made for billings periods over the thirty day period.

Reasons for granting an abatement:

- > Billing errors whether computer or clerical will be adjusted.
- > The actual reading is incorrect.

- > The reading is different from the inside meter to the outside reader. In this case, the inside reading will take precedence.
- > Property was not connected to the sewer system inside the house – a dye test will be required and performed by sewer department personnel.
- > Sewer charges will be adjusted for water leaks that can be proven to not have entered the sewer system. Homeowners must submit, with the abatement application, a plumbers invoice as verification of cause of the leak and must be signed by a licensed plumber.
- > Other unique circumstances as evaluated by the Water/Sewer Commissioners.

Reasons no abatement will be granted:

- > Senior discounts. The current bill will not be abated to allow for the senior discount. The senior discounts begin at the time of notification and there will be no retroactive adjustments.
- > If a bill has been estimated, it will not be eligible for an abatement. Any estimated bills are based on the last three actual readings.
- > Charges that result from the homeowner filling a pool, having a leaking toilet and or a leaky faucet, or any other issue involving water and or sewer leaking.
- > All water that passes through the meter will be charged to property owner.
- > Failure to secure a recorded MLC (Municipal Lien Certificate) from the town collector prior to closing on a property.
- > Failure to request a final water/sewer reading prior to closing on a property.
- > If a request to remove a meter or to terminate water service is made, any balance on said account must be paid in full prior to terminating the service or making an account inactive in the billing process. No abatements will be issued for outstanding balances due to termination of service.
- > If a property owner fails to receive a bill that does not resolve him or her from the obligation of the payment of that or any other water/sewer bill.
- > If a property is purchased due to a foreclosure or abandonment the purchaser will assume all of the water/sewer charges (if any) on that property. No abatements will be issued due to burst pipes and/or other damage due to

neglect or improper winterizing of the meter.

- > Failure to notify water/sewer department of change of names or address.
- > Failure to maintain or properly construct a private sewer lateral, manhole, sewer main or ejector pump. Backups on private structures are not eligible for water/sewer abatement.
- > Other unique circumstances as evaluated by the Water/Sewer Commissioners.

No application for abatement or adjustments will be accepted on any account unless all past due amounts, including interest and penalties for prior billing periods have been paid in full to the Town Collector. If the homeowner is requesting an abatement on one charge whether water or sewer, it is suggested that they pay the bill to avoid additional interest and penalties that will occur on any unpaid portion of the bill. All interest and penalties will be adjusted for the portion of the bill that is to be abated.

Requests and submission of application:

Homeowners requesting an abatement must contact the water or sewer department by phone, e-mail or in writing to receive the necessary forms.

Town of Webster Water & Sewer Department
P.O. Box 793
Webster, MA 01570-0793

Water Department --- phone: 508-949-3861---email: mrow@webster-ma.gov
Sewer Department --- phone: 508-949-3865---email: kdoyle@webster-ma.gov

**This policy has been adopted and approved by the Water/Sewer Commissions on Aug 23, 2023 and is posted with the Town Clerk's office.



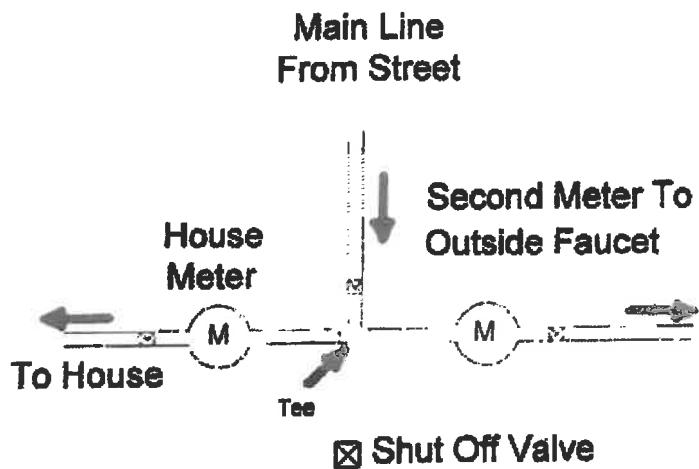
Town Of Webster

Est. 1832

Massachusetts

Water & Sewer Department
P.O. Box 793 (38 Hill Street)
Webster, MA 01570
Phone: (508) 949-3861-Water
Phone: (508) 949-3865-Sewer
Fax: (508) 949-3868

Second Meter Installation Requirements



- All meters must be purchased at the Water Department by homeowner for \$350.00
- Second meters usage is for water that does not enter the municipal sewer system
- All plumbing must be installed by a licensed plumber with proper plumbing permits
- Water Department staff will inspect plumbing and set meter
- 2nd meters are subject to 0-500 cu.ft minimum charge once per year. Please visit our rate table for the current rate at : <http://www.webster-ma.gov/409/FY23-Utility-Rates>



Town Of Webster
Massachusetts Est. 1832

Webster Water & Sewer
Senior Rate Discount Form

Please return to 38 Hill Street with a copy of driver's license

Requirements for Senior Rate-20% Discount

- Must be a single family home and owner must reside on the property and be listed on the deed;
- You must reside in the home year-round;
- 65 years of age or older;
- Applies only to main domestic meter;
- Rate applies to first 1,500 cubic feet per quarter (regular rate afterwards); and
- Starts with next billing cycle (i.e. not retroactive).

Today's Date: _____

Owner's Name: _____

Service Address: _____

Date of Birth: _____

Signature: _____

OFFICE USE:

Account #: _____

Changed By: _____ Date: _____

This policy has been adopted by the Water/Sewer Commissioners on May 01, 2025 and is posted with the Town Clerk's office.

Signed this day by the Water/Sewer Commissioners on May 01, 2025.

Earl Gabor

Earl Gabor

Tom Andrade

Tom Andrade

Daniel Duteau

Daniel Duteau

Marc Becker

Marc Becker

Linda Krupsky

Received by Town Clerk on

May 2, 2025

