

**TOWN OF DANVERS**  
**WATER & SEWER REGULATIONS**  
**POLICIES & GUIDELINES**

1. **Filling of Swimming Pools** - First time filling will be charged for both Water and Sewer Use with no abatements given.
2. Subsequent fillings required by provable pool liner damages or leaks may be allowed sewer-use charge abatements. Documentation of both damage and repair is required and may include description of repair and enclosed receipts for the work. Full charges will be made for water used.

**Adopted by the Water & Sewer Commissions meeting 2/11/93**

3. **Water from Hydrants** – It is the policy of the Town to discourage the use of hydrants as water supply points. If no alternate source is available, the Director of Public Works or his authorized agent(s) may approve a request to obtain water from a hydrant. The applicant will pay in advance the hydrant access fee as provided in the Table of Water & Sewer Customer Use charges adopted by the Water & sewer Commissioners. The Superintendent may either estimate the water used or place a meter on the hydrant. The first 5,000 cubic feet is included in the access fee; all additional water will be paid for at the regular rates. All connections made to hydrants shall be equipped with a backflow device approved by the Town.

SEE RATE SCHEDULE – ATTACHMENT A to Proposed Regulations

4. **Frozen Pipes** – The Water Division will thaw frozen water pipes. The charge for this service is provided within Attachment A - Charges and Rates and is per call for pipes frozen from the curb cock to the house. The Town does not employ nor recommend the use of a welding company to thaw a frozen water service between the curb stop and building. Any use of a welding company is strictly the decision of the customer and the liability and responsibility of any subsequent damage lies solely the customer (homeowner).

If a pipe is frozen from the main to the curb cock, the Town assumes responsibility for thawing that section of the service if the said section of pipe connects to a main over which the Town has legal jurisdiction (refer to Section 1, Item 2). In situation where the freezing is in no way due to negligence on the part of the customer and where pipes can be thawed by use of a heat gun only, the charge may be waived at the discretion of the Director of Public Works or his authorized agent(s).

5. **Leak Inspection** – The Water Division is not in competition with private contractors, but when water customers complain of high readings or other indications of a water leak, Water Division personnel will help the customer inspect his home or to determine if there is a leak. The Town, however, assumes no responsibility for repair unless the leak is between the main and the curb cock, and then only if the conditions under Section III-D of the Water Use Rules and Regulations are applicable.

6. **Locating Mains and Services** – To avoid damage from construction equipment, the Water and Sewer Divisions Inspector will locate mains and service lines before contractors and home handymen start digging. However, the Town assumes no liability or responsibility as to the accuracy of said mark outs. This service does not relieve the customer of his/her obligation to call “Dig Safe” in accordance with Massachusetts General Laws Chapter 82 section 40. No charge is made for this service.
7. **Fire Flow Testing** – The Water Division will assist insurance representatives, engineers and developers to conduct fire flow tests. Requests for these tests must be made two working days in advance and coordinated with the Danvers Fire Department. The Water Division shall be present to open and close all hydrants during the performance of the fire flow test. The cost for this service is provided in Attachment A - Table of Water and Sewer Customer Use Charges. The person, engineer developer etc., shall provide all equipment required for conducting and shall provide proof of a recent calibration of said equipment. To prevent interference with customer water quality, all tests must be made after 11:00 p.m. during the normal business day.
8. **Maintenance of Privately-Owned Fire Hydrants** – Maintenance of all hydrants located on private property is the responsibility of the owner of such property. The Town assumes no responsibility for maintenance, repair or replacement of such hydrants.
9. **Temporary Service** - Normally, any time a water meter is installed; the customer is charged a fee equal to the cost of the meter and fittings installed plus the cost of the Town labor. Water customers desiring service for periods of less than six months may request a temporary water
10. **Abatement Requests** relative to under billing or overbilling through staff or computer error. The time period for purpose of reviewing request for abatements occurring due to billing errors shall go back in a period of time of no more than thirty (30) months from date of request. (Adopted by the Water & Sewer Commissioners on 5/5/94).

In the event that a request for an abatement of Water & Sewer Charges is denied by the Water & Sewer Commissioners, payment for those charges which were the subject of the abatement request shall not be charged interest provided a payment plan is agreed to between the applicant for abatement and the Business Division Manager or his designee.

11. **WATER SHUT-OFF POLICY**

It is at the sole discretion of the Water & Sewer Commissioners to enforce the Shut Off Policy under Section VIII-M of the Water Regulations. Prior to shutting off any water service, the Board may seek input from the Public Health Director with respect to any extenuating circumstances that the customer may now be experiencing.

STEP	TIMING	OCCURRENCE
1	Day 1, bill issued	
2	Day 30	Payment Due Date
3	Day 40	First Reminder Issued
4	Day 60	Registered Second Reminder With Shut- Off Date Listed
5	Day 89	24 Hour Shut-Off Notice Hand Delivered
6	Day 90	Service Shut Off

**Note: Above time lines are subject to change for weekends, holidays, etc.**

**(The above policy was adopted by the Water & Sewer Commissioners on 8/10/93)**

12. **Elimination of Meter Pits** – When a service is renewed, meters located in outside meter pits (boxes) must be moved indoors unless an exemption is granted by the Director of Public Works, or his authorized agent(s). The Town will provide the necessary meter fittings and assist the customer in moving the meter and at its own discretion may waive charges to the Customer for labor and materials used if it is found to be in the best interest of the Town.

13. **Fire and Domestic Services**

It is the policy of the Danvers Water Division in conjunction with the installation of a fire service line and domestic water service that each service shall be tapped from a public water main. However, the Water Division may allow a 1" water service to be tapped on a six inch fire service line prior to entering the building provided each line has a separate exterior shut off. A domestic service connection greater than one inch but no greater than 2 inch may be tapped on an eight inch fire service line prior to entering the building provided each line has a separate exterior shutoff. No domestic service taps will be allowed for fire service less than 6 inch in diameter.

Both the domestic water service and fire service shall be provided with shut off valves (curb stop/gate valve) prior to entering the building at a location determined by the Water & Sewer Superintendent.

14. **Water Meter**

Every residential customer and non-residential customer will have a new water meter installed. Customers who choose not to have a standard wireless transmitter installed on their premises ~~and~~ may select the following alternative:

- A. A customer will have a new meter with an exterior non-wireless metering system installed on their premises and will pay (i) an Initial Charge of \$35.00 per meter, which will appear on the customer's first bill following the date the customer chooses this alternative and; (ii) a Recurring Charge of \$21.50 per meter appearing on the customer's first bill following the date the customer chooses this alternative and each subsequent bill.
- B. A customer will be subject to the charges outline above each time they establish service at a new premise location.
- C. A customer choosing to convert to the wireless smart metering system will not be charged for the conversion. The customer remains responsible for any unpaid opt-out charges incurred by said customer prior to a standard wireless smart meter.

15. **Short Term, Seasonal or Temporary Service**

For any short-term service customer participating in the Smart Meter Opt-Out Program, the Business Division will bill the Recurring Monthly\_Charge consistent with the billing of the Service Charge or Minimum Charge. The Business Division will bill the Initial Charge on the customer's first bill following the date the customer chooses their opt-out alternative.

For any temporary service customer participating in the Smart Meter Opt-Out Program, the Business Division will bill an Initial Charge and Recurring Monthly Charge consistent with subsections a and b above. If the temporary service customer becomes a permanent service customer, the Business Division will continue to bill a Recurring Monthly Charge but will not bill an additional Initial Charge.

**16. Wells**

Any private well used for residential and commercial use installed on or after October 13, 1995 shall be metered. Private wells installed prior to October 13, 1995 shall be charged a flat rate Sewer Use Fee per quarter established by the Water and Sewer Commissioners. This shall apply to all properties connected and serviced by the municipal sewer system.

Any property where a well is used for a domestic water supply, and; while sewer service is available and the property is not connected to the municipal sewer system; the property shall not be charged for sewer use charges. Sewer use charges shall be billed once a permit is issued for the property to connect to the municipal sewer system. Sewer Betterment Assessments and Service installation charges shall be assessed in accordance with the Danvers Sewer Act – Chapter 229 Acts of 1916 as amended.

**17. High Water Usage**

The Water Meter is installed in such a location that the meter measures the consumption of water passing through the meter to the customer owned plumbing system. Once passing through the meter, it is the customer's responsibility to pay for said water. Therefore it is the policy of the Board of Water & Sewer Commissioners that water passing through and measured by the water meter shall be billed at the current water rates. The customer is therefore responsible for said usage and payment of charges. The customer is responsible for excessive usage (high bill) as a result of leakage within the customers plumbing system ; i.e. broken pipe, leaking fixtures such as toilets, faucets, irrigation systems or in the event no cause of the high usage is found.

Sewer Use Charges shall be applied based on water consumption unless the customer can document and substantiate that the excess water usage did not enter the Town's Municipal Wastewater Collection System.

**18. Customer Notification of Potential Leakage within a Customer Owned Plumbing System**

The installation of AMI Remote Read Water Meters has provided the Town with the data and ability to identify "Continual Water Usage" that may indicate or identify a water leak within the Customer Owned Plumbing System.

Where it is not the responsibility nor is it the intention to monitor the daily usage patterns of its Water Customers, the Town is concerned about the potential high water bill and its negative financial impact to its customers. Therefore the Board of Water & Sewer Commissioners may notify any customer when there is an indication from the AMI Software System there is continual water usage for more than seven days.

The purpose and intent of this notification is only to make the customer aware of a potential problem and to allow the customer to investigate and; if necessary, take corrective actions or repairs to the source of this continual usage thus avoiding a high water & sewer bill.

**19. Compliance with Outside Water Use Restrictions**

The Water Management Act Permit Legal Settlement between the Town and MADEP restricts the use of outside watering between May 1<sup>st</sup> and September 30<sup>th</sup> each year. The AMI Software System provides the Board of Water & Sewer Commissioners with the ability to record and document time of usage of water through an irrigation meter. The Town recognizes that each irrigation installed has or should have both time of day cycle times and moisture & rain sensors, the Town may use this meter information for the purposes of notifying customers that the irrigation system is being used outside of the water restriction periods or use the documentation after repeated violations as evidence for enforcement and fines.

These policies and guidelines were adopted by the Board of Water & Sewer Commissioners at their meeting of December 18, 2014.