Department of Public Works

Town of GREENFIELD, MASSACHUSETTS
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POLICY ON WATER AND SEWER CUSTOMER SERVICE AND USER CHARGES - 2014

Revised: 2/6/14

It is the policy of the Town of Greenfield to charge fees to the property owner for certain work on water and sewer services performed in homes and businesses. The following policies describe the Town responsibilities for water and sewer services and define the Town charges for the various activities provided.

1.0 *GENERAL:*

1.1 All water and sewer service lines between the main and the house are owned by the property owner and are the responsibility of the property owner to maintain. However, the Town of Greenfield may maintain, replace or make repairs to the service lines in accordance with this Policy.

1.2 The Water or Sewer Division will complete the work as time allows on a priority basis and where applicable prepare job invoices including the number of man hours, a detail of materials and equipment used, obtain ties, measurements, and notes. The property owner may elect to repair or replace their water or sewer service line with their own contractor if the DPW cannot meet the property owner schedule. All costs from the contractor are the responsibility of the property owner.

1.3 All labor charges for straight time work will be calculated at a rate of $19.50 per hour. There shall be a two hour minimum charge.

1.4 All overtime work (work outside the regular hours of 7 a.m. and 3 p.m. and on holidays/weekends) will be charged a fee equal to labor at time-and-one-half ($29.25/hr) and the full cost of all materials.

1.5 Equipment charges will be equal to $60 per hour per major piece of equipment utilized. Major pieces of equipment include backhoes, trucks, compressors, and other large equipment.

1.6 The home or business owner will be responsible for hiring contractors to remove ledge in excess of three (3) cubic yards required for the completion of the work, for any and all work involving water or sewer services which are obstructed by structures, trees, porches, landscaping, retaining walls, concrete steps or other obstacles or are in excess of 100 feet in length.

1.7 If for any reason any work on water or sewer services are conducted by firms or personnel other than the Department of Public Works, the property owner must register for a permit with the DPW and the Town standards must be met. The Town accepts no responsibility for any aspect of the work done by others.

1.8 Any replacement of an existing sewer service which is required due to a change or increase of building usage will be treated as a new service for the purpose of these policies. New water and sewer applications are to be filled out and submitted with the appropriate application fee.

1.9 The Town will not conduct any water or sewer service replacements or repairs within 10 feet of the foundation of the building. It is the owner's responsibility to hire qualified contractors for this work.

1.10 The Town is not responsible for any damage caused by a leak or back-up of any water or sewer service due to any and all causes. The homeowner's insurance policy should be checked for coverage in these cases.

1.11 The Town reserves the right to discontinue providing water and sewer service to any owner who refuses to have repairs made on a damaged or leaking water line or appurtenances, who refuses to pay any portion of the charges and fees defined in this Policy and/or violates any portions of the Towns Water and Sewer Use Regulations. This discontinuance would be done by shutting off the gate, corporation, or curb stop after notice is given.

1.12 Private mains (water and sewer) are defined as mains on private ways or private property and only serve the private development.

1.13 Private services (water and sewer) are defined as services that are connected to private mains and serve private developments. Water services, after the meter box, are considered private services.

1.14 The Town will disconnect water and sewer services at the main where the building is to be demolished. The owner must fill out application and receive approval seven (7) days prior to the desired termination. The fee for disconnect at the main shall be $100 per service and shall be paid prior to the termination.

2.0 *WATER FEES AND SERVICES:*

2.1 ***New Water Services.*** The owner is responsible to hire a contractor and provide all material (meeting Town Specifications) associated with the installation of the new water service. The Contractor must obtain an excavation/trench permit before commencement of work. The Contractor will install the service from the corporation to the ball valve at the house. The Contractor shall expose the water main for tapping. All water main taps are to be done during the hours of 7:30 am and 12 noon on regular DPW working days. All trenches shall be properly prepared and equipped with appropriate safety devices before the tapping is done. No tapping will be done in a trench deemed to be unsafe by the Town. Tapping for all service lines 2" and less, unless other arrangements are made and approved by the Engineering Dept, shall be done solely by town. For taps larger than 2" and/or fire lines, the owner shall hire a qualified contractor to tap the main.

All contractors performing taps on Town water mains shall carry liability and workers compensation insurance that meets Town specifications. The Town shall be notified of the scheduled date and time of the tap and a DPW staff person must be present to witness the tapping. The Contractor will complete all site restoration, including the roadway and sidewalk.

The Town shall provide, install and back charge owners for water meters 2" and smaller. The owner will supply and install water meters greater than 2". All meters, appurtenances and the installation thereof must met Town specifications.

CUSTOMER CHARGES: Contractor's direct fee to the homeowner and application fee and tapping fee where applicable.

• Residential – 2" or less (1-4 units*)	$300 service application fee per account $200 tapping service fee to be paid at time of application
• Residential – more than 2" (1-4 units*)	$300 service application fee per account. Owner pays contractor for tapping fee.
• Non-residential – 2" or less	$450 application $200 tapping service fee to be paid at time of application.
• Non-residential – more than 2"	$450 application fee. Owner pays Contractor for tapping fee.

*For the sake of this policy residential units of five (5) or more units are considered commercial and subject to the non-residential fees above.

2.2 ***Replacement of Water Services - Main to Meter.*** The Town of Greenfield will replace water services at **no charge**, from the water main to the meter if the service is **less than 100 feet** in length. Measurement shall be from the water main to the meter location.

The Town of Greenfield will install a meter box at the street line and if necessary install a new service line from the corporation to the curb box at no charge if the service is **greater than 100 feet**. The owner will be responsible to install the service from the new meter box to the house and any necessary interior plumbing. The owner will be responsible for all further maintenance, repairs or replacement of the service line from the meter box to the house. The Town of Greenfield will reimburse the owner for a total of 100 feet of service line at a rate of $30/foot. The distance from the main to the street line being deducted.
(i.e. Existing service line 150 feet in length. Town of Greenfield installs 23 feet of service from the main to the street line (meter box). The owner installs the remaining 127 feet of service and would be reimbursed for $ 2,310. 100ft-23ft=77ft X $30/ft).

2.3 ***Private Water Services and Mains***
The Town will not provide work on private water mains, private water services or water services after the water meter in meter boxes. (See 1.12 and 1.13.)

2.4 ***Repairs of Water Services-Main to Meter.*** The Town of Greenfield will repair water services from the water main to the water meter on services **less than 100 feet** in length for **no charge** providing there are no unusual circumstances such as trees, encountering ledge, retaining walls, stairs, decks, landscaping or other obstructions.

For services greater than **100 feet in length**, spot repairs will be made at the discretion of the Town at no charge if occurring on the service within 100 feet from the main. No repairs will be made on galvanized service pipe, replacement is required.

CUSTOMER CHARGES:

2.5 ***Inspection for Leaks***

The Town will conduct inspections for suspected leaks either inside or outside the house. No charge for the first check; $25 charge for the second check within one year.

2.6 ***Water Meter Repair, Calibration, or Replacement***

The Town of Greenfield will repair, calibrate or replace the water meter at no charge to the owner. The owner is responsible for protection of the water meter from freezing, theft and other damage. The Town of Greenfield will charge for the actual cost of the replacement meter and labor if replacement is a result of owner neglect.

2.7 ***Water Meter Readings***. A fee of $25 will be charged for any water meter reading by Town Personnel that is requested in addition to the twice per year regularly scheduled readings. This includes final readings for real estate transactions, etc.

2.8 ***Suspension of Water Service.***

a. TEMPORARY: There shall be a minimum charge of 2 hours labor for the suspension of a water service for any reasons including seasonal suspension of service. There will be no charge for the reactivation of the service.

b. PERMANENT: There shall be no charge for the permanent suspension of a water service. If the owner wishes to reestablish the service the service will be treated like a new water service and subject to requirements and fees set forth below:

CUSTOMER CHARGES: Contractor's direct fee to the homeowner and application fee and tapping fee where applicable.

• Residential – 2" or less (1-4 units*)	$300 service application fee per account $200 tapping service fee to be paid at time of application
• Residential – more than 2" (1-4 units*)	$300 service application fee per account. Owner pays contractor for tapping fee.
• Non-residential – 2" or less	$450 application $200 tapping service fee to be paid at time of application.
• Non-residential – more than 2"	$450 application fee. Owner pays Contractor for tapping fee.

*For the sake of this policy residential units of five (5) or more units are considered commercial and subject to the non-residential fees above.

2.9 ***Water Service Thawing***

For services less than one hundred (100) ft in length, the Town will thaw a service frozen between the main and the house (to discharge side of meter) at no charge the first time in a calendar year. The Town of Greenfield will charge cost of labor and equipment for any subsequent thawing services performed in a calendar year.

2.10 ***Repairs to Damaged Hydrants***

The party responsible for the damage, or their insurance company, is responsible for the cost of necessary hydrant repairs. Town of Greenfield will charge for labor, materials, and equipment.

2.11 ***Miscellaneous Service Calls/Repairs***

This category applies to all other call-outs which do not fit into other categories. This includes frozen meters. Town of Greenfield will charge for labor, materials, and equipment.

2.12 ***Repair or Replacement of Fire Lines - Gate Valve to Building.***

The owner is responsible for all repairs to or replacement of the fire line from and including the connection at the discharge side of the branch valve at the main to the building.

2.13 ***Repair or Replacement of Fire Lines - Water Main to Gate Valve.***

The Town of Greenfield will repair or replace fire lines from the water main to the discharge side (building side) of the gate valve, but not including the connection to the discharge side.

The owner shall be charged by an invoice for repairs or replacement for all labor, materials, and equipment.

2.14 ***Backflow Prevention Devices.*** Backflow prevention devices will be required as set forth in the Town's Water Use Regulation. It is the owner's responsibility to purchase, install and maintain the device(s). As required by state regulations, the Town will test the reduced pressure principle devices twice per year and the testable double check valve devices and PVB devices once per year. The charge per test is $50 for the first device on the premises and $40 for each subsequent device on the premises. Devices that fail must be repaired at the owner's expense with fourteen (14) days of the failure and then retested by the Town. There is no charge for the retesting of a repaired device.

2.15 ***Filling of Swimming Pools***

If a homeowner fills a pool with their garden hose, he/she may request an abatement on the sewer use fee portion of his/her next bill if the pool size is 2000 gallons or more and is being completely filled because it is new or the liner has been replaced. The homeowner should bring a copy the invoice, showing the size of the pool or liner. The abatement will be calculated based on the current sewer use fee. No abatements are granted for "topping off" pools or any other outdoor water use.

The homeowner may be allowed to fill his/her pool through the nearest available fire hydrant if the house lot is on the same side of the street as the hydrant.

2.13a The homeowner must apply for approval to the DPW (772-1528) at least 3 working days prior to the desired filling date. The DPW may deny any hydrant connection if he judges it to be in the Town's best interest to do so.

2.13b The homeowner must provide the hose.

2.13c The DPW will install a hydrant meter connection with shut off and observe the hookup of the hose from the hydrant to the pool by the homeowner. If the layout of the hose is judged proper and safe the DPW will turn on the water.

2.13d When filling is done, the DPW must be called to shut off the hydrant and disconnect the meter. The homeowner must not operate the meter or the hydrant at any time.

2.13e The charges for the filling shall be the usage times the current water rate plus a $30.00 labor and equipment surcharge if the work is done during normal working hours. If outside normal working hours then the charge shall be as above with a $60.00 labor and equipment surcharge.

2.13f All charges will be mailed to the homeowner and liened against the property if not paid.

2.16 ***Water Use Fee.*** The Mayor shall annually set a fee for meter water usage in dollars per hundred cubic feet (HCF). A minimum fee of $15 shall be applied to all accounts.

2.17 ***Condominium Meters.*** Condominium Associations may choose to accept an exemption from Section 5.1, which calls for "The entire supply of the Town water furnished through each separate service tap and pipe for any and all premises must be furnished through one primary meter."

If a Condominium Association chooses to have individual meters for each condominium unit, then they must apply to the Director of Public Works for an exemption of Section 5.1.

The following requirements must be met by any Condominium Association who has been granted said exemption:

a.) The owners of each condominium unit for metered water use shall be responsible for the payment of all charges.
b.) The Condominium Association shall have full responsibility for all charges to purchase, install, repair and replace meters, valves, piping and all related appurtenances from the water main up to and including the meter.
c.) Each unit must have a meter installed completely within the unit it services equipped with outside reader and separate valving.
d.) Valving must be installed to allow independent operation of all services and must be contained completely within the unit it services.
e.) All meters and valves shall conform to the Town of Greenfield requirements in regards to materials used and manner of installation.
f.) All other provisions of these Water Use Regulations are to be met.
g.) A standard detail of connections for condominiums is available at the DPW. Any changes to this standard must be approved and initialed for the Engineering Dept.

2.18 **Liened Accounts**. When a lien is placed on a property due to delinquent payment, a $75 administrative fee shall be applied to the account.

2.19 **Termination of services.** The Town of Greenfield may shut off a water service for reasons outlined in sections 6.30 and 9.40 of the Town's Water Use Regulations. When an invoice is more than six months delinquent the Town will notify the account holder that if the delinquent charges are not cleared the water service to the building will be shut off in the street. A shut off date and time, approximately 60 days in the future, will be established. The Town's Building Inspector and Director of Health will receive copies of this notice. 72 hours prior to the shut off date, a notice will be manually posted on the building to which service will be terminated. Once water service is terminated, notice will be sent that in order to have the water turned back on all due bills must be paid and a $50 service reactivation fee will be charged.

2.20 **Abatements.** According to regulations, abatements are not offered. However, it has been the policy of this Department to offer a onetime abatement per property owner (not per property) at the discretion of the Director of Public Works in the case of high readings caused by leaks. The abatement would consist of the metered usage minus the estimated normal use (without leaks) which would be all available past readings. When the past readings are not available usage will be based on 50 gallons of water per day per person. A second abatement would not be granted on subsequent

bills. Persons wishing abatement should apply in writing within three (3) months of the original contested bill.

3.0 *SEWER FEES AND SERVICES:*

3.1 ***New Sewer Services***

The owner is responsible for hiring a contractor, providing all material (meeting Town Specifications), excavation, installation and tapping the main. The Contractor will install the service from the main to the house. The Contractor will complete all site restoration, including the roadway and sidewalk.

CUSTOMER CHARGES: Contractor's direct fee to the homeowner and application fee. Application fee is $300 application for residential and $450 for non-residential.

3.2 ***Replacement of Sewer Services - Main to House.*** The Town of Greenfield will replace sewer services at **no charge**, from the sewer main to the house if the service is **less than 100 feet** in length provided that there are no obstacles such as trees, ledge, retaining walls, stairs, decks, landscaping or other unusual obstacles. In the event that any of these prevent the DPW from replacing the sewer service line, the replacement must be performed by the property owner. In this case, the DPW will participate in the replacement with a $1,500 reimbursement upon verification that the service has been successfully installed, approved by the DPW and paid for by the property owner.

The Town of Greenfield will install a sewer stub to the street line at no charge if the service is **greater than 100 feet**. The owner will be responsible to install the service from the street line to the house and any necessary interior plumbing. The owner will be responsible for all further maintenance, repairs or replacement of the service line from the street to the house. The Town of Greenfield will reimburse the owner for a total of 100 feet of service line at a rate of $30/foot. The distance from the main to the street line being deducted. (i.e. Existing service line 150 feet in length. Town of Greenfield installs 23 feet of service from the main to the street line The owner installs the remaining 127 feet of service and would be reimbursed for $ 2310. 100ft-23ft=77ft X $30/ft).

3.4 **Repairs of Sewer Services – Main to House**. The Town of Greenfield will spot repair sewer services from the main to the house on services **less than 100 feet** in length at no charge.

For services greater than **100 feet in length**, spot repairs will be made at the discretion of the Town at no charge if the needed repair is within 100 feet of the main and providing there are no unusual circumstances such as trees, encountering ledge, retaining walls, stairs or other obstructions.

3.5 ***Private Sewer Services and Mains***

The Town will not provide work on private sewer mains, private sewer services or sewer services in areas greater than 100 feet from the main. (See 1.12 and 1.13.)

3.6 ***Freeing a Blocked Service***

The Town will conduct rodding, flushing, or root control activities at **no charge** to the owner. However, the Town may charge a fee for a miscellaneous service call for two or more call-outs if the reason for the blocked service is a discharge prohibition in accordance with Section 650-21 of the Town's Sewer Use Regulations. The Town is not responsible for freeing blockages which occur within the building plumbing system.

3.7 ***Routine Service Cleaning***

The Town of Greenfield will perform cleaning of an unblocked service as requested by the owner at flat rate fee of $40.00 per cleaning and will perform the service during regular working hours as scheduling allows.

3.8 ***Sewer Services Without Access Points***

The Town of Greenfield will not perform any rodding, flushing, root control activities repairs or replacements on a service that lacks access points (clean-outs) within 3 feet of the point where the service exits the building. For buildings that do not have a basement and lack access points, an outside cleanout within 3 feet of the building will be required. The owner is responsible for the installation of the clean-out. The clean-out must meet the Massachusetts Plumbing Code and the clean-out cap must be removable with reasonable effort. For properties without the proper access point, the Town will provide up to $1,500 to the property owner upon verification by the DPW that it has been installed properly and paid for by the property owner.

3.9 ***Sewer Services With Traps***

The Town of Greenfield will not perform any rodding, flushing, or root control activities a blocked service that contain traps or other obstructions preventing the use of rods and cutters. The Town of Greenfield will perform trap plunging or flushing as requested by the owner at a flat rate of $60.00 per clearing.

3.12 ***Miscellaneous Service Calls***

This category applies to all other call-outs which do not fit into the other categories. Town of Greenfield will charge for all labor, materials, and equipment.

3.13 ***Sewer Use Fee.*** The Mayor shall annually set a fee for sewer usage in dollars per hundred cubic feet (HCF) and will be based on the metered water use. A minimum fee of $15 shall be applied to all accounts.

3.14 ***Septage.*** A fee of $80 per 1,000 gallons of septage or other trucked wastes received at the Water Pollution Control Plant shall be charged to all haulers. Only septage from within the Town of Greenfield will be accepted. The owner is responsible for the pumping fee charged by the hauler.

3.15 ***Tight tanks.*** A fee of $10 per 1,000 gallons will be charged for wastes pumped from tight tanks. There is no fee for tight tank volumes less than 500 gallons (ie campers, RVs etc). Only wastes from Greenfield residents will be accepted. The owner is responsible for the pumping fee charged by the hauler.

3.16 ***Pumped systems.*** For purposes of this policy, pumped systems are defined as systems that pay a sewer use fee to the Town based on water consumption and pump the leachate from a septic tank or holding tank to the sanitary sewer system. When that tank is pumped, the concentrated contents of the tank may be discharged at the Water Pollution Control Plant at no charge. The owner is responsible for the pumping fee charged by the hauler.

4.0 *AUTHORIZATION:*

4.1 This Policy on water and sewer customer service is authorized and enacted under the authority of the Mayor of Greenfield.

4.2 This Policy was last revised on 3/28/12 (PRIOR TO THIS REVISION)

SIGNED: _____
Director of Public Works

SIGNED: _____
Mayor

DATE: 2/25/14

DOC: S/Permit applications Policies Reg/Water & Sewer Policy 14