



City of
GREENFIELD, MASSACHUSETTS

DEPARTMENT OF PUBLIC WORKS

189 Wells Street • Greenfield, MA 01301
Phone 413-772-1528
www.greenfield-ma.gov

WATER AND SEWER CUSTOMER SERVICE POLICY.

Revised: 4/02/19

It is the policy of the City 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 City's responsibilities for water and sewer services and define the City charges for the various activities provided.

1.0 GENERAL:

- 1.1 Water and sewer service lines between the main and the property line are owned by the City of Greenfield. From the property line to the meter is owned by the property owner. The meter is owned by the City of Greenfield. The City of Greenfield will maintain, replace or make repairs to the service lines only in the public way in accordance with this policy.
- 1.2 Any new construction or substantial reconstruction requires a new service line for both water and sewer unless approved differently by the city engineer. Any demolition of an existing structure will require removal of the service lines all the way to the main unless approved differently by the city engineer. The city engineer may allow that an existing water or sewer service remain if the services are in good condition and reconstruction or reuse of the service is imminent. In those cases the water line will be discontinued at the curb stop and the sewer main will be cut and capped at the property line.
- 1.3 All service lines that are being installed or replaced need a water or sewer connection permit and must be inspected by the DPW. The inspection shall happen prior to backfilling the service line. The construction of the service lines will require an excavation/trench permit prior to any construction. The contractor will provide proof of a dig safe prior to any work being completed at the site.
- 1.4 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 connection applications are to be filled out and submitted with the appropriate application fee.
- 1.5 There shall be only one water service per building (even if multiple dwelling units exist within the building) and no independent services from the water main shall be provided to accessory buildings, to include barns, garages, and accessory dwelling units. A water service to a barn, garage, or accessory dwelling unit shall be extended from the primary building to the accessory building at the owner's expense.
- 1.6 A separate and independent building sewer shall be provided for every building, to include barns, garages, and accessory dwelling units; except where one building stands at the rear of another on an

interior lot and no private sewer is available or can be constructed to the rear building through an adjoining alley, court, yard, or driveway, the building sewer from the front building may be extended to the rear building and the whole considered as one building sewer.

- 1.7 The City 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.
- 1.8 The City 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 City's Water and Sewer Use Regulations. This discontinuance would be done by shutting off the gate, corporation, or curb stop after notice is given.
- 1.9 The owner is responsible for hiring a private contractor to disconnect water and sewer services at the main where the building is to be demolished. The owner(s) or legal representative must fill out an application to disconnect water and sewer. The fee for disconnect at the main shall be \$100 per inspection and shall be paid prior to the termination. The contractor must contact the Engineering Dept. to schedule an inspection prior to burying.
- 1.10 **Betterments.** The City will consider installing new water or sewer mains on roads located within the City of Greenfield. These new water or sewer mains will be considered extensions and may need to be approved by Massachusetts DEP. The betterments will be assessed for all of the construction cost required to install the new water or sewer main. The new water and sewer main will extend a service line to the property limits. It will be the owner's responsibility to tie into the new mains. The betterments will be set up according to state law and will be tied into the property tax for that property. A betterment agreement/contract will need to be entered into between the City and the residents who are being affected.

2.0 WATER FEES AND SERVICES:

- 2.1 **New Water Services.** The owner is responsible to hire a contractor and provide all materials (meeting City 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 City. Tapping for all service lines 2" and less, unless other arrangements are made and approved by the Engineering Dept., shall be done solely by the City. 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 City water mains shall carry liability and workers compensation insurance that meets City specifications. The City 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 City shall provide, deliver and back charge owners for water meters 1 ½" and smaller. The owner will install the provided water meter. The owner will supply and install approved water meters greater than 1 ½". All meters, appurtenances and the installation thereof must meet City 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*) \$1000 service application/connection fee per account
\$200 tapping service fee to be paid at time of application
- Residential – more than 2” (1-4 units*) \$1000 service application/connection fee per account
Owner pays contractor for tapping fee
- Non-residential – 2” or less \$1000 service application/connection fee per account
\$200 tapping service fee to be paid at time of application
- Non-residential – more than 2” \$1500 service application/connection fee per account
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 City of Greenfield will replace water services from the main to the curb stop at no charge. From the curb stop to meter is the responsibility of the property owner.

The City of Greenfield will install a meter box at the street line if the distance is greater than 200 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.

CUSTOMER CHARGES:

2.3 **Inspection for Leaks.** The City 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.

2.4 **Water Meter Repair, Calibration, or Replacement.** The City of Greenfield will repair, calibrate or replace the water meter and remote reading devices at no charge to the owner. The owner is responsible for protection of the water meter from freezing, theft and other damage. The City of Greenfield will charge for the actual cost of the replacement meter remote reading device and labor if replacement is a result of owner neglect.

2.5 **Water Meter Readings.** A fee of \$25 will be charged for any water meter reading by City Personnel that is requested. This includes final readings for real estate transactions, etc.

2.6 **Suspension of Water Service.**

- a.) **TEMPORARY:** There shall be a minimum charge \$50 for the suspension of a water service for any reasons including seasonal suspension of service. There will be a no charge for the reactivation of the service.

- b.) **PERMANENT:** There shall be no charge for the permanent suspension of a water service. However, if the owner wishes to reestablish the service the service fee will be \$100.

- 2.7 **Water Service Thawing.** For services less than one hundred (100) ft in length, the City 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 City of Greenfield will charge cost of labor and equipment for any subsequent thawing services performed in a calendar year.
- 2.8 **Repairs to Damaged Hydrants.** The party responsible for the damage, or their insurance company, is responsible for the cost of necessary hydrant repairs. The City of Greenfield will charge for labor, materials, and equipment.
- 2.9 **Miscellaneous Service Calls/Repairs.** This category applies to all other call-outs which do not fit into other categories. This includes frozen meters. The City of Greenfield will charge for labor, materials, and equipment.
- 2.10 **Repair or Replacement of Fire Lines – Discharge Gate Valve to Building.** The owner is responsible for all repairs to or replacement of the fire line from the gate valve to the Building. This includes the gate valve.
- 2.11 **Repair or Replacement of Fire Lines - Water Main to Discharge Gate Valve.** The City of Greenfield will repair or replace fire lines from the water main to discharge gate valve.
- 2.12 **Backflow Prevention Devices.** Backflow prevention devices will be required as set forth in the City's Water Use Regulations. It is the owner's responsibility to purchase, install and maintain the approved device(s). As required by state regulations, the City 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 City. There is no charge for the retesting of a repaired device.
- 2.13 **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 of 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.

- a.) 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 it judges it to be in the City's best interest to do so.
- b.) The homeowner must provide the hose.
- c.) 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.
- d.) 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.

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

2.14 **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 \$25 shall be applied to all accounts.

2.15 **Condominium Meters.** Condominium Associations may choose to accept an exemption from Section 415-65 of the City's Code of Ordinances (Water Use Regulations), which calls for "The entire supply of the City 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 415-65.

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 City of Greenfield requirements in regards to materials used and manner of installation.
- f.) All other provisions of the 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 by the Engineering Dept.

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

2.17 **Termination of services.** The City of Greenfield may shut off a water service for reasons outlined in Sections 415-60, 415-62 and 415-88 of the City's Water Use Regulations. When an invoice is more than six months delinquent the City 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 10 days in the future, will be established. The City's Building Inspector and Director of Health will receive copies of this notice. 5 days prior to the shut off date, a certified letter will be mailed notifying the owner of the City's intention to shut off the water.

2.18 **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 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 available from past

readings. When the past readings are not available usage will be based on 60 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 materials (meeting City 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. All new services will require an inspection from the engineering department and the contractor must obtain an excavation/trench permit.

CUSTOMER CHARGES: Contractor's direct fee to the homeowner and application fee. Application fee is \$1000 for residential and \$1000 for non-residential.

3.2 **Replacement or repair of Sewer Services - Main to House.** The City of Greenfield will replace or repair sewer services from the main to the property line at no charge as time allows. From the property line to the building is the responsibility of the property owner.

3.3 **Private Sewer Services and Mains.** The City will not provide work on private sewer mains or private sewer services.

3.4 **Freeing a Blocked Service.** The City will conduct rodding, flushing, or root control activities for the owner at a fee of \$100. If the blockage is determined to be on the City's portion of the service line or the main, the fee is waived. The City is not responsible for freeing blockages which occur within the building plumbing system.

3.5 **Routine Service Cleaning.** The City of Greenfield will perform cleaning of an unblocked service as requested by the owner at flat rate fee of \$100 per cleaning and will perform the service during regular working hours as scheduling allows.

3.6 **Sewer Services Without Access Points.** The City 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.

3.7 **Sewer Services With Traps.** The City of Greenfield will not perform any rodding, flushing, or root control activities on a blocked service that contain traps or other obstructions preventing the use of rods and cutters. The City of Greenfield will perform trap plunging or flushing as requested by the owner at a flat rate of \$100 per clearing.

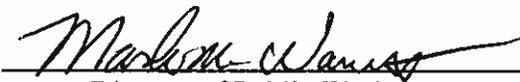
3.8 **Miscellaneous Service Calls.** This category applies to all other call-outs which do not fit into the other categories. The City of Greenfield will charge for all labor, materials, and equipment.

3.9 **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 \$25 shall be applied to all accounts.

- 3.10 **Septage.** A fee of \$90 per 1,000 gallons of septage or other trucked wastes received at the Water Pollution Control Plant shall be charged to all haulers. The owner is responsible for the pumping fee charged by the hauler.
- 3.11 **Tight Tanks.** A fee of \$25 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). The owner is responsible for the pumping fee charged by the hauler.
- 3.12 **Pumped Systems.** For purposes of this policy, pumped systems are defined as systems that pay a sewer use fee to the City 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 April 2, 2019.

SIGNED: 
Director of Public Works

SIGNED: 
Mayor

DATE: April 2, 2019