

North Haverhill Water & Light District Water Rules, Regulations, and Rates

Town of Haverhill, New Hampshire

Adopted March 25, 1972

Updated with all amendments as of March 19, 2024

1) Definitions: *(amended 2014)*

- a) "District" shall mean the North Haverhill Water & Light District.
- b) "Commissioners" shall mean any one of the District Commissioners.
- c) "Superintendent" shall mean the superintendent of the water works of the District.
- d) "Main" shall mean the supply pipe from which connections are made to supply water to customers.
- e) "Service pipe" shall mean the pipe running from the shutoff at the main to the house or other building of the customer.

2) Application for Service:

All applications for service shall be made in writing to the Commissioners and be signed by the property owner requesting service. The signatures of at least two (2) Commissioners shall be required as confirmation before any connection is made. No applications for service outside the District will be granted unless the applicant signs an agreement to have his/her property annexed to the District at the next annual meeting.

3) Service Connections:

- a) The District will maintain one (1) shutoff valve for each installation from the main. The shutoff valve will be located on the property owner's side of the highway.
- b) If it should become necessary to replace an existing installation with a larger entrance, the District will maintain the larger shutoff valve subject to an increase in the water rate to the customer.
- c) The customer will furnish, install, and maintain the service pipe from the shutoff valve with type "K" copper tubing $\frac{3}{4}$ inch to $1 \frac{1}{2}$ inch diameter. Specifications for service in excess of $1 \frac{1}{2}$ inch will be determined by the Commissioners for the particular installation.

- i) The customer also has the option of furnishing, installing, and maintaining the service pipe from the shutoff valve with “municipal water service plastic pipe” from $\frac{3}{4}$ inch to $1 \frac{1}{2}$ inch in diameter and testing at a minimum of 160 psi working pressure and 630 psi bursting pressure. Magnetic locating tape will be installed on all plastic pipes to facilitate pipe location.
 - ii) In the event the customer has to cross a state road or public way, they shall comply with all laws pertaining thereto and shall use type “K” copper pipe under the road or public way. Under no conditions shall plastic pipe be used. All crossings shall be sleeved.
 - d) Water service pipes will not be placed in the same trench as ground pipes, electric conduits, sewer pipes, drains, or similar structures.
 - e) Each customer shall be held liable for maintaining his water pipes and fixtures in good repair and protecting them from freezing at his own expense, and may be held liable for any damage to the District’s property cause by his negligence.
 - f) When permission to open a street or highway cannot be obtained, or for any physical reason it is impractical to excavate and provide independent service, water may be furnished temporarily from an adjacent service if deemed advisable by the Commissioners and if the owner gives his permission. Such service delivery shall be entirely at the expense of the customer requesting the service. Any such request must be submitted in writing and be approved by the Commissioners.
 - g) Water service furnished to any housing unit or trailer not on a permanent foundation shall be considered a temporary service and the entire cost of furnishing the service from the nearest main shall be at the expense of the customer.
- 4) Access to premises:
All apparatus and all places supplied with water must be accessible at all reasonable times for inspection by the Commissioners or their agents.
- 5) Stoppage of service:

- a) No persons other than the Commissioners or their agents will turn on or shut off water in any main or service pipe without the prior permission of the Commissioners.
 - b) Any person or persons found guilty of tampering with the water works, shutoffs, pumps, hydrants, etc. without prior permission of the Commissioners or their designated representatives may be subject to a fine of \$250.00 at the discretion of the Commissioners. Nonpayment of the fine will result in the customer's water service being shut off.
- 6) Supplying others from one service:
- a) No customer will be allowed to supply another person with water except by special permission of the Commissioners. If found to be doing this without permission, the customer's service will be discontinued, and the cost of water supplied to the unauthorized person will be paid for prior to the return of service. Charges for shutting off and returning service shall be borne by the customer.
 - b) No customer will allow another service to be connected to his existing service without prior approval from the Commissioners.
- 7) Discontinuance of water service:
- a) Any customer wishing to discontinue the use of water for a period in excess of 30 days will present a documented notice to the Commissioners. The water will be turned off at the main to prevent any waste of water or damage to the property due to any leaks that might occur. Additionally, the water meter shall be removed and returned to the water district within 30 days in serviceable condition to prevent any damage from occurring. If the water meter is not returned within 30 days, the base charge for water will be charged to the customer until such time as the meter is returned. Any cost to replace or repair a damaged meter will be charged to the customer. The actual charge of shutoff and turn on will be billed to the customer. Proper adjustment will be made in the water bill for such period.
 - b) Service may be discontinued by reason of nonpayment of water bills or for any violation of the terms or conditions contained in this regulation. Service, once disconnected, may not be reconnected until the cause of the complaint has been removed, and until a

reconnection charge, along with any arrears, fines, or penalty charges, if any, have been paid or arrangements have been made with the Commissioners for some type of payment plan. A deposit in an amount of one year's normal water rent may be required prior to reconnection. Any water bill not paid in full within forty-five (45) days shall be considered delinquent and subject to fines, penalties, and/or discontinuance of service.

8) Extension of mains: (***amended 1980***)

- a) Extension of mains will be made only upon petition of prospective users and subject to any or all of the following conditions as directed by the Commissioners.
 - i) Mains may be laid by the District or the Commissioners may authorize contractors hired by water customers to lay water mains as long as the job is done to the specifications outlined in these bylaws and the work is monitored/inspected by the Commissioners or their authorized agents. Water mains shall be the property of the District.
 - ii) Highways and/or streets in which any such extension is to be made must have been laid out, lines and grades established, rough graded, and dedicated to public use.
 - iii) The size, type, and design features of any such main are to be determined by or approved by the Commissioners in accordance with conditions surrounding the proposed extension, including, but not limited to natural features and the possibility of future expansion and/or fire protection.

9) Limit of District liability:

- a) The District shall not be liable for any damages or inconvenience suffered by any customer as a result of service, quantity, or quality of the water supplied, inadequate or fluctuating pressure, turbid water resulting from opening or closing gate valves, use of hydrants, or breaking of any type of fixture, or as a result of any other causes beyond its control.
- b) The District shall not be held liable for any damage to hot water tanks or hot water systems caused by any reason mentioned or covered in subparagraph 9a.

10) Hydrants (***amended in 1980 & 1986***)

The hydrants of the District are not to be used for any purpose other than to extinguish fires except when deemed necessary by the Commissioners. The hydrants will not be opened or closed by any person other than members of the fire department, Superintendent, or by express authorization of the Commissioners. A two hundred fifty (250.00) dollar charge may be levied for unauthorized use of any hydrant.

11) Meters (***amended 2004***)

All water customers will be metered. Meters, and any other equipment required to be installed by the District, will remain District property and will be supplied to the water customer at no cost. Customers shall be liable for any and all damage to meters and/or meter readers, including freezing. If a meter fails to register, the customer will be charged at the average rate of consumption when the meter was operating.

12) Unnecessary use of water

The District shall reserve the right to limit or prohibit use of hoses or sprinklers, or otherwise restrict the use of water according to the judgement of the Commissioners whenever they deem it necessary to conserve the supply of water. The Commissioners may order the water shut off for any customer who fails to comply with the order to conserve water. This would be determined by a vote of the Board of Commissioners.

13) Responsibility for water bills

The owner of any property will be held liable for payment of any and all water rents. If, at any time, property changes ownership and there is an unpaid balance for water rent, the Commissioners may refuse to allow the water to be turned on until such time as the new owner has paid any and all unpaid balances due the District.

14) Miscellaneous (***amended 2006***)

- a) A fifteen (\$15.00) dollar fine shall be charged for any delinquent water rent of over forty-five (45) days. The customer shall be responsible for the cost of any and all cost of collection.
- b) The customer will be charged the actual cost of turning water off or on.
- c) Customers requesting new water service shall be charged an eight-hundred (\$800.00) dollar access fee to be paid at the time of written application for service. Customers requesting new water service for multiple units within a single building will be required to pay the \$800.00 access fee for each unit. In addition, the customer will be assessed the actual cost of the new water service installation whether done by the District, its agent, or by an outside contractor.
- d) The cost for a returned check shall be twenty-five (\$25.00) dollars.
- e) When a customer's unpaid bill reached five-hundred dollars (\$500.00), the Commissioners shall place a lien on the property. Such lien shall not be removed until the outstanding balance has been paid in full. The cost of the lien shall be applied to the customer's outstanding balance.

15) Water rates (*amended 1986, 1992, 1999, 2003 and 2007*)

- a) The Commissioners shall be empowered, after a duly noted public hearing, to adjust water rates to meet the District's obligations (2003 annual meeting).
- b) See table on Page 7 for current water rates.

16) Amendments

The water district rules and regulations of North Haverhill Water & Light District may only be amended at an annual meeting of the District, or special meeting of the District and then only by the insertion of an article for that specific purpose in the District warrant, and then being accepted by a two thirds vote of those present and voting at the meeting.

North Haverhill Water & Light District
Current Water Rate Structure
Amended December 19, 2017

This rate was set as follows effective January 1, 2018

\$95.40 per quarter base – $\frac{3}{4}$ inch meter

\$135.00 per quarter base – 1 inch meter

\$202.50 per quarter base – 1 $\frac{1}{2}$ inch meter

\$303.75 per quarter base – 2 inch meter

\$455.63 per quarter base – 3 inch meter

\$683.44 per quarter base – 4 inch meter

\$1025.15 per quarter base – 6 inch meter

(Includes 1st 3,000 gallons of water)

All amounts over the base are billed at \$2.50 per thousand gallons.

There is an annual \$50.00 per inch fee for each water sprinkler connection size two inches and larger.

All other rates are to be set by the Commissioners based on service size and actual or potential water use.

Water Rate Table as of 1/1/2018 (Corrected 2024)

Rate R1 – \$95.40 per quarter base charge plus \$2.50 per thousand gallons after the first 3,000 gallons.

Rate C1 – \$135.00 per quarter base charge plus \$2.50 per thousand gallons after the first 3,000 gallons.

Rate C1.5 – \$202.50 per quarter base charge plus \$2.50 per thousand gallons after the first 3,000 gallons.

Rate C2 – \$303.75 per quarter base charge plus \$2.50 per thousand gallons after the first 3,000 gallons.

Rate C4 – \$683.44 per quarter base charge plus \$2.50 per thousand gallons after the first 3,000 gallons.

(Amended 2024) For any withdrawal of water intended for resale outside of the District, the rate shall be 1.5 times the otherwise applicable rate.

NOTE: To best preserve the integrity of our water system and to limit our fiscal liability, the Commissioners request that anyone observing any water leak please notify the Woodsville Water Department (747-2442) immediately.