

**RULES, REGULATIONS
AND RATES
of the
NEW LONDON-SPRINGFIELD
WATER SYSTEM PRECINCT**



**In the
Towns of New London and Springfield
New Hampshire**

NEW LONDON-SPRINGFIELD
WATER SYSTEM PRECINCT
PO BOX 740
NEW LONDON, NH 03257

July 10, 2023

These revised Rules, Regulations and Rates are effective as of this date and supersede all previously published Schedules for Water Service and other publications governing the provision of water service to consumers in the Towns of New London and Springfield, in the counties of Merrimack and Sullivan, State of New Hampshire.

The material contained herein is published for the information, guidance and compliance of all concerned. Preparation of this revision is based on changes in the state-of-the-art present day Federal and State laws, regulations and rulings, and on policies, procedures and standards promulgated by USEPA, AWWA, NHWSPCC and water suppliers in New England. It is believed to be fair and equitable to both the Precinct and the consumer.

Kenneth R. Jacques, Chairman
John MacKenna
Richard Cross
Commissioners of NLSWP

Rob Thorp
Superintendent

SECTION I
GENERAL

The New London-Springfield Water System Precinct (a village district) is a “body corporate and politic, and shall have all the powers in relation to the objects for which it was established that towns have or may have in relation to like objects, and all that are necessary for the accomplishment of its purposes established under the provisions of the New Hampshire statutes.

The Precinct is governed by its qualified voters through officials elected/appointed to law and statute.

The Commissioners of the Precinct are its executive officers and direct the affairs of the Precinct in accordance with directives received from qualified voters of the Precinct assembled in a legal Annual or Special Meeting. They are responsible for the establishment of water rates to be charged to customers; for preparation and submission to the voters of an annual budget; and for the conduct of all business of the Precinct in accordance with good business practice, laws and regulations.

The Rules, Regulations and Rates promulgated by the Commissioners and set forth herein form part of a contract between the Precinct and the customer. By accepting services rendered by the Precinct under the terms of this contract, the customer agrees to be bound by the rules, regulations and rates set forth herein.

The land area included in the Precinct lies within the boundaries of the towns of New London and Springfield, in the counties of Merrimack and Sullivan, respectively, in the State of New Hampshire. The Precinct limits are established as in the perimeter boundary identification and delineation report as submitted by Bristol Sweet & Assoc, Inc. and accepted by the Commissioners and voters at the annual meeting March 28, 2000.

1. **Definitions:**

AWWA

Refers to the American Water Works Association, the professional association of organizations and individuals concerned with water supply, treatment and distribution.

CLEAR ACCESS

Readably visible and easily accessible without obstructions of any kind, i.e. trees, shrubs, bushes, snow, ice etc.

COMMISSIONERS

Refers to the elected/appointed members of the Board of Water Commissioners, New London-Springfield Water System Precinct, the executive managers of the Precinct.

CUSTOMER

An individual, corporate body, governmental unit, business enterprise, or other legal entity furnished services by the Precinct.

CUSTOMER UNIT

Defined as a metered connection, a family residence, apartment building, overnight camp or recreational vehicle (when furnished water service by permanent or temporary connection), commercial or industrial building, or other separately identifiable facility consuming water furnished by the Precinct.

DWELLING UNIT

Defined as one room or rooms connected together, constituting a separate, independent housekeeping establishment for owner occupancy, rental or lease, and physically separate from any other rooms or dwelling units which may be in the same structure, and containing independent cooking, sanitary, and sleeping facilities.

MULTI FAMILY DWELLINGS

Defined as structures composed of two or more dwelling units.

NFPA

Refers to National Fire Protection Association, latest addition.

NHDES

The New Hampshire Department of Environmental Services Water Supply & Pollution Control Division, a regulatory body of the State charged, among other responsibilities, with the implementation of the Safe Drinking Water Act and those laws and regulations pertaining to the supply, treatment and distribution of portable water.

PRECINCT

The New London-Springfield Water System Precinct, its personnel, property and defined area of jurisdiction.

PRECINCT MAIN

Refers to the Precinct's primary water distribution system, installed underground, from which individual service connections are made to furnish water to individual customers.

PRIVATE MAINS

Refers to customer-installed mains, gates, valves, hydrants and ancillary items, owned by the customer and lying entirely within property of the customer, the same maybe connected to Precinct mains upon approval of the Commissioners.

PUBLIC STREETS

(Roads) refers to roads, streets and highways dedicated to public use and maintained by the State, County or Town; and may include, for the convenience of the Precinct, private roads and streets built to Town standards, with the appropriate legal easements (i.e.: Utility Rights-of-way deeded to the Town or Water Precinct), and maintained by private owners.

SERVICE CONNECTION

Valves, pipe and ancillary items installed from a main to a customer's premises or point of water consumption.

SUPERINTENDENT

The employee of the Precinct charged with the day-to-day operation of the physical plant and facilities of the Precinct, responsible to the Commissioners for performance of subordinates and the technical aspects of water supply, treatment and distribution.

WATER METER AND BACKFLOW ASSEMBLY

Consists of meter, setting, 2-quarter turn ball valves and 2 pack joints.

SECTION 2
PROVISIONS OF SERVICES

1. Application for water service where no water service has been previously provided shall be submitted to the Commissioners in writing on prescribed forms and shall be signed by the customer or an authorized agent and accompanied with all applicable fees. In those instances where water service has existed and is to be continued uninterrupted, application for continuation of the service to a new customer may be in writing, by verbal request, or determined by examination of public records.

While it is the responsibility of the customer to advise the Precinct the use to which water service will be placed and hence the factors upon which charges will be levied, the Precinct reserves the right to verify such statements if deemed necessary. Such verification may include physical inspection of service connections and water usage. The customer shall report any subsequent change in use, or in the factors upon which the charges are based, promptly and charges will be adjusted thereafter on a pro rate basis from date of change.

The customer shall, at the discretion of the Commissioners, provide as attachments to the application accurate engineering drawings identifying the proposed location of all mains, service connections, gates, valves, hydrants, projected water usage and ancillary items. Drawings shall meet AWWA symbolization standards and shall be of large enough scale to permit easy identification of all features thereon, including significant topographic detail.

2. When an application involves use of existing service connections the customer shall pay the established turn-on fee and shall bear all expenses of insuring that the service connection, from curb-cock to customer's premises, is in good order and condition prior to receiving the service.

3. When an application involves installation of service connections from Precinct mains, installation from main to public road (street) curb-line shall be accomplished by the Precinct; installation from curb-line to customer's premises shall be by the customer, subject to approval of the installation by the Precinct. The customer shall be liable for all costs of the total installation from the Precinct Main to customer's premises, as well as all applicable easements.
4. All mains and service connections, lying within the established right-of-way of public streets (roads), to the point of installation of the customer's curb-cock, shall be the property of the Precinct.
5. After Hours Callout – If an employee of the Precinct is called out after normal working hours, and the reason for the callout is deemed to be the owner's responsibility, then, the owner will be billed by the Precinct for the employees' wages at time and a half. Double time on holidays.
6. When an installation involves the connection to Precinct mains of customer-installed private mains, gates, valves, hydrants and ancillary items, owned by the customer and lying entirely within the property of the customer, the same may be connected to the Precinct mains upon approval of the Commissioners, **PROVIDED that**
 - a. All mains will be installed under the supervision of the Precinct per Precinct specifications.
 - b. The proposed plan having been approved by the Precinct and, when necessary, by the NHDES, actual installation shall meet AWWA, and Precinct standards of materials and workmanship and shall be accomplished under Precinct supervision.
 - c. Legal easements required for access by Precinct personnel and equipment to all Precinct owned mains, gates, valves, hydrants and ancillary items shall have been granted.
 - d. *Ownership of all mains, gates, valves hydrants and ancillary items installed between Precinct mains and the individual customer's curb-cocks shall be granted to the Precinct, as grants-in-aid without cost to the Precinct, upon completion of one year of service without major breakdown. Costs of the transfer of property rights to be borne by the original applicant.*
 - e. If in the interest of the Precinct, the Precinct assumes ownership and/or maintenance of a private water main, a written commitment ensuring maintenance of the easement, and/or road to town road specifications, must be given to the Precinct. In the event this commitment is not upheld, then the Commissioners may "give-back" the ownership and/or maintenance of the main, temporarily, or permanently, whichever the Commissioners deem appropriate.
 - f. The Precinct is held harmless for faults in the materials or installation occurring prior to the assumption of ownership by the Precinct.

7. An Application for service connection, or for the connection to Precinct mains of customer-installed mains, gates, valves, hydrants, or ancillary items owned by the customer and lying entirely within the property of the customer, having received either preliminary or final approval by the Commissioners, and such connections not being completed within twelve (12) calendar months from the date of approval, such application and approval shall be considered null and void as of the last day of such period unless an extension to the time limit has been requested in writing by the customer and approved by action of the Commissioners after due consideration of conditions then existing. Further, any application on file with the Board of

Water Commissioners as of the date of passage of this section shall have the same conditions applied with a time limit commencing as of the date a copy of this approved section is provided to the customer.

SECTION 3 **TYPES OF SERVICE**

1. Regular service shall be provided on a year-round basis by means of permanent underground service connections to the Precinct's mains.
2. Seasonal service shall be provided for a mutually agreed upon period during those months not subject to freezing weather, between May 15 and October 15. Seasonal service may be provided by means of service connections laid upon, or near to, the surface of the ground. Such service connections will be disconnected, and may be disassembled, during the period of the year when seasonal service is not provided.
3. Temporary Service may be provided in those instances where, for a period of time, independent direct service cannot be provided a customer but water service can be provided temporarily from an adjacent, existing, customer's service connection. Examples are a construction site prior to installation of regular or seasonal service; a recreational vehicle, house trailer or other structure not mounted on a permanent foundation; or, an instance where permission to open a road (street) is delayed, or where it is impractical to excavate in a timely manner. Temporary service may be provided:
 - a. Upon approval from the Commissioners.
 - b. With the concurrence of the customer to be provided service and the customer from whose service connection the temporary service will be provided, including agreement for reimbursement to be paid by the former to the latter and
 - c. With the provision that the customer furnished temporary service will pay all charges resulting from the connection of such temporary service to the Precinct, and all consumption costs to the customer to whose service connection the temporary connection is made.

SECTION 4
METERING

1. USE OF METERS

All water sold by the Precinct shall be based upon metered volume sales in accordance with a rate schedule established by the Water Commissioners. All water service will be metered and the meter shall be located at the point of entry to the customer's unit. The exception would be service used only for fire protection as covered by service classification "FP"

2. TEMPORARY METERS AND BACKFLOW ASSEMBLY

These shall be procured from the Water Precinct for the purpose of measuring the volume of water used in construction. There is a deposit fee for this Meter and Backflow Assembly, and a charge for the water used.

3. SIZE OF METERS

The size of the meter shall be determined by the Precinct after a review of the projected water usage information submitted on the service application form. The cost of the meter and installation shall be borne by the developer or owner. The meter shall be the property of the Precinct.

4. NUMBER OF METERS

The Precinct's policy concerning the number of meters at any premise is as follows:

- a. For single units, residential or other wise, or for multiple units such as townhouses or duplexes that have their own cellar or first floor space, each unit will have their own water service and meter.
- b. For apartment type units or shared buildings which are either new or conversions and when there are no individual first floor spaces the owner can choose to either service each unit on an individual water line or multiple units from one service. In the former, a precinct meter will be set for each service and an account will be established for that meter. In the latter, one or more Precinct meters can be set according to the owner's wishes. If one Precinct meter is desired then one account will be established for the premises. The owner is not precluded from installing his/her own private meters downstream from (after) the Precinct meter for the purpose of splitting the usage to tenants, but the Precinct will not provide individual billings .If a Precinct meter is desired for each tenant, and then the plumbing must be arranged so that the meters are installed in parallel. Meters in series will not be accepted. Multiple billing accounts will be established for the premises, but an additional fee per billing period will be levied on each additional meter after the first per water service line.
- c. When a customer fails or neglects to furnish a suitable location for a meter inside his building or where for other reasons it is necessary or expedient to locate the meter in an underground box or vault, the customer shall bear the expense of same. Any relocation of such underground box or vault shall be at the customer's expense.

5. METER SETTING

The customer shall provide a clean, dry and warm place, always free from debris, for the installation of the meter. The location shall be easily accessible by a person in an upright position for reading, maintaining, and changing. The general arrangement shall be in accordance with any directions, either special or general, given by the Precinct or its duly authorized agent, in reference to the security, safety, or necessary accessibility of the same.

a. The Precinct shall provide the meter, copperhorn, pack joints and cartridge style check valve and installation at the customer's expense for meters of five eighths inch (5/8") size to one inch (1") size. The entire meter assembly may be purchased at the Precinct office.

b. Meters one and one-half inch (1 1/2") and larger shall be installed according to a sketch of typical installation that may be obtained at the Precinct office. Properly valved and sealed by-pass shall be provided around all meters one and one-half inch (1 1/2") and larger, and shall conform with all provisions in Section II on cross connections.

c. All customers shall be required to have an outside reader for their meter. The outside reader shall be installed at a place on the premises acceptable to the Precinct and in according to specifications available at the precinct office. The customer shall be responsible for repairs or replacement of Damaged outside readers. The Precinct shall render a bill for labor, equipment, and materials for all repairs or replacement. The outside reader and appurtenances shall be the property of the Precinct. The outside reader shall have access clear at all times.

d. Meter repairs or replacement necessitated by ordinary wear will be paid for by the respective customer if it is a commercial account and by the Precinct if it is a residential account. In the event that a meter freezes and is damaged due to the customer's negligence or other causes, then an additional charge, plus the actual cost of meter parts shall be made to the customer to cover the cost of removal, thawing, repair, testing, reinstallation and meter reading.

e. Prior to getting the meter installed, the following must occur:

1). Approved application for service made at the Precinct

2). All fees and charges (including WIF) are paid. If applicable, a certificate of occupancy will not be signed until final inspection by the Precinct.

6. METER TAMPERING.

If meter tampering is discovered, the consumer shall be charged based upon average consumption prior to the last known date of meter seal verification for the entire period from last verification to the half prior to discovery of tampering, plus a charge of twice the average consumption for the half in which the tampering is detected, plus an additional fee to cover the cost of rereading, resetting, resealing, rebilling, etc.

7. **METER TESTING.**

All meters shall be tested before installations. Meters installed shall be tested upon request, at an additional fee to the user, or if the meter is malfunctioning, at the cost to the Precinct. Tested meters registering within 3 percent plus or minus shall be considered correct. All meter testing and repair charges for meters over one inch size shall be charged to the consumer at actual cost plus fifteen (15) percent. Thereafter all meters will be tested in accordance with A.W.W.A. standards on meter testing frequency.

SECTION 5
CONSTRUCTION AND MAINTENANCE

1. All construction and maintenance, whether by customer or Precinct, shall be in accordance with Federal, NHDES, AWWA and Precinct standards, rules, laws and regulations.
2. Minimum size of mains shall be eight inches (8”) and shall be of greater size when specified by the Precinct.
3. Size and style of gates, valves, meters, hydrants, etc., and their location within the distribution network shall be as specified by the Precinct, subject to concurrence where required by NHDES (with input on hydrant placement from fire department).
4. Service connections shall be installed with ¾” or larger type K copper pipe, or heavier size, from main to curb stop at entry to customer’s premises, unless other type of pipe is specifically approved or directed by the Commissioners.
5. Each service connection shall be provided with a curb stop, swedged or compression fit, located in the service line prior to all other installations. It shall be accessible in all weather and protected from freezing or other damage.
6. Customer’s shall maintain plumbing and fixtures from the curb stop in good order and condition, protecting the same from freezing and making repairs at their own expense to prevent leakage or damage.
 - a. No cross connection between Precinct water supply and any other water source shall be permitted. The provisions of Section II hereto shall apply.
 - b. It is recommended customers having direct pressure hot water tanks place proper vacuum and relief valves in tank supply lines to prevent damage to such tanks should it become necessary to shut water off from Precinct mains. The Precinct supplies water to customers having direct pressure hot water tanks and appliances only on the understanding that the customer assume all risks inherent in such installations.
7. Mains and service connections shall not be installed in the same trench with pipes, electrical conduits, sewers or other non-compatible underground installations.

8. Mains and service connections normally will not be installed when ground is frozen. In an emergency requiring new construction or installation during this period (as opposed to maintenance), all expenses arising from work in frozen ground shall be borne by the customer.
9. Should a service connection, described as from curb stop to point of use, become frozen, the customer will be responsible for thawing the connection, providing the Precinct is notified and oversees the work. The customer agrees to hold the Precinct harmless from any damage resulting from the thawing operation.
10. All new developments shall include in their design and construction a grid distribution system, unless the Commissioners, upon written application and for valid considerations grant an exception. All costs of such system to be borne by the developer.

SECTION 6
PRIVATE MAIN EXTENSIONS AND BETTERMENT

1. Private extension or betterment (up-grading) of existing Precinct mains shall be approved only when located totally within the Precinct.
2. Private extension of Precinct Mains may be approved by the Commissioners or upon petition by prospective customers subject to the following conditions:
 - a. Mains will be installed under the supervision of the Precinct per Precinct specifications and shall be the property of the Precinct.
 - b. Main extensions will be installed only within the curb lines of the roads, streets, or highways which have been laid out, have had final grades established, and have been dedicated to public use. Exceptions may be made for private roads built to town standards, with appropriate legal easements. Exceptions may also be made to extend the main through private property, with appropriate legal easements, or outside Precinct boundary lines, to accomplish a grid connection, considered desirable for the Precinct.
 - c. Size of private mains, gates, valves, hydrants and ancillary items shall be determined by the Commissioners in accordance with conditions bearing upon the extension and with consideration of future added extension beyond that proposed, fire protection requirements, the distribution system, etc.
 - d. A valve is to be installed at the end of the public right-of-way at the owner's expense.
3. Private main extension shall be accompanied by a detailed plot plan of the desired extension of a scale suitable to show all proposed installation features, as well as topographic details.

4. The Petitioner(s) shall enter into a contract with the Precinct whereby the following costs will be borne by the petitioner(s): Cost of extension plus cost of service connections equals total project cost.

5. **BETTERMENT OF PRIVATE MAINS**

Relates to replacement or upgrading of mains and/or ancillary items. It normally involves the installation of proper size mains, gates, valves, hydrants and ancillary items to meet applicable standards and may involve major relocation of mains and the acquisition of easements and other entry rights.

- a. The provision of adequate domestic potable water and fire protection services require replacement or upgrading of major portions of the existing distribution system.
- b. Action is directed by the NHDES.

6. **MAINTENANCE OF PRIVATE MAINS**

Is the responsibility of the owner and at a minimum shall include the following: exercising of all hydrants and gate valves annually, main flushing annually, and gate box cleaning bi-annually. Routine maintenance to be done in accordance with manufactures guidelines.

Note: 1. Contact your local fire department for additional requirements

2. Contact the Precinct for qualified contractors for the above work

PRECINCT MAIN EXTENSIONS AND BETTERMENT

1. Extension or betterment (up-grading) of existing Precinct mains shall be approved only when located totally within the established boundaries of the Precinct.

2. **EXTENSION OF PRECINCT MAINS** may be approved by the Commissioners or upon petition by prospective customers, subject to the following conditions.

- a. Mains will be installed under the supervision of the Precinct per Precinct specifications and shall be the property of the Precinct.
- b. Main extensions will be installed only within the curb lines of the roads, streets, or highways which have been laid out, have had final grades established, and have been dedicated to public use. Exceptions may be made for private roads built to town standards, with appropriate legal easements. Exceptions may also be made to extend the main through private property, with appropriate legal easements, or outside Precinct boundary lines, to accomplish a grid connection, considered desirable for the Precinct.
- c. Size of private mains, gates, valves, hydrants and ancillary items shall be determined by the Commissioners in accordance with conditions bearing upon the extension and with consideration of future added extension beyond that proposed, fire protection requirements, the distribution system, etc.

3. A petition for extension shall be accompanied by a detailed plot plan of the desired extension of a scale suitable to show all proposed installation features, as well as topographic details.
4. The Petitioner(s) shall enter into a contract with the Precinct whereby the following costs will be borne by the petitioner(s): Cost of extension plus cost of service connections equals total project cost.
5. **BETTERMENT OF MAINS** relates to replacement or upgrading of mains and/or ancillary items. It is normally involves the installation of proper size mains, gates, valves, hydrants and ancillary items to meet applicable standards and may involve major relocation of mains and the acquisition of easements and other entry rights.
 - a. The provision of adequate domestic potable water and fire protection services requires replacement or upgrading of major portions of the existing distribution system.
 - b. The voters of the Precinct approve the raising and expenditure of funds required for the project, or.
 - c. Action is directed by the NHDES.
6. The voters having approved the raising and expenditure of funds for the purpose of main installation in an area of the Precinct where there exists no demand for service connections at the time of such installation, the following charges shall be levied upon customers making application for service connection subsequent to the commencement of the initial installation.
 - a. The total cost of the new installation having been determined, such costs shall be divided by the running foot lineage to establish a cost per running foot. This cost will, in turn, be divided by 2 to establish the running cost applicable to property adjoining on each side of the installed main.
 - b. A customer desiring a service connection to property adjoining the installed main shall pay a one-time charge equal to the cost per running foot for property adjoining installed main multiplied by the total footage of customer's property running adjacent to the main.
 - c. The one time charge thus calculated, plus interest, may be billed at the customer's election, over a period of not more than ten (10) consecutive years on a pro-rate annual basis.

SECTION 7
WATER CHARGES, ABATEMENTS, BILLS

1. Charges for water consumed shall be based upon individual metered units and applicable rates published by the Commissioners through schedules promulgated under these rules, regulations and rates.

2. Water service is limited to the designated customer unit. No customer shall supply water from a Precinct service connection to another not entitled to the use of Precinct water, nor shall Precinct water be used for purposes other than those specifically approved by the Commissioners.
 - a. No person, not entitled to the use of Precinct water, shall make use of any connection to the Precinct system without specific authorization from the Commissioners.
 - b. Temporary water service may be furnished to a contractor at the request of the contractor (who then assumes liability for the costs of such service), or the employer of a contractor (who, in that case assumes liability for the costs of such service).

3. Water service may be disconnected for non-payment of water charges, non-payment of Precinct Taxes, or violation of any rule or regulation contained herein.
 - a. Service disconnection as a result of non-payment of water charges shall be made after due notice and pursuant to applicable law.
 - b. Service disconnection as a result of violation of section II may be made without notice due to the exigencies of the situation and the potential threat to the public health.
 - c. Where two or more customers are provided service by a single connection, disconnection shall apply to all consumers although one, or more, may be innocent of any violation hereunder.
 - d. Service once disconnected shall not be reconnected until the cause of disconnection has been satisfactorily corrected. A reconnection fee, plus any arrearages shall be paid.

4. Bills (invoices) for services rendered are due and payable within thirty days (30) after billing date. Bills are mailed to customers and the failure of a customer to receive a bill does not relieve the customer from responsibility for prompt payment nor from consequences of non-payment.
 - a. Bills for water provided are rendered at least semi-annually based on water consumed in the previous six-month period.
 - b. Bills for fire protection services are rendered at least semi-annually. When fire protection services are initially connected during a calendar year, charges shall be based pro-rata upon the number of months such service is furnished.
 - c. Bills for services other than water service are rendered in accordance with terms of the contract or agreement covering provision of such service.

5. A customer failing to pay a bill within the prescribed period shall be charged interest at the highest legal rate per annum, compound monthly, calculated from the date of the initial billing. The customer shall pay all costs resulting from action to receive payment of delinquent bills.
6. If an account remains unpaid and the customer fails to make satisfactory arrangements for payment with the Commissioners, service shall be disconnected at the end of sixty (60) days from the initial billing date.
 - a. A customer desiring to appeal charges has the right to request, in writing, a public hearing before the Commissioners. Such request for hearing must be received by the Precinct within forty-five (45) days from the date of the initial billing and a hearing shall be scheduled within thirty (30) days subsequent to receipt of the request for a hearing.
 - b. The decision of the Commissioners upon conclusion of the public hearing shall be announced publicly and shall be binding upon all parties concerned. Failure of the customer, or an authorized agent, to appear at the scheduled hearing shall render the hearing moot.
7. Customers shall be charged for water consumed as the result of leaks in their system (from the customer's side of the curb-stop to, and within, the customer's premises) unless a competent agent with the approval and knowledge of the Precinct has shut off water at the curb-stop.

SECTION 8
MISCELLANEOUS

1. When necessary to conserve supply, the Precinct may restrict or prohibit the use of hoses, sprinklers and irrigation devices and take such other conservation methods as may be required.
2. Customers shall take all reasonable steps to preclude unnecessary waste of water. They shall not run water to prevent freezing (unless directed by the Precinct) or longer than required for normal usage. Water will not be provided to an unmetered service for continuous flow devices.
3. Employees of the Precinct shall have unhindered access to all premises supplied with Precinct water at all normal business hours for the purposes of: inspection of plumbing and fixtures; to install, read or remove meters and assembles to ascertain the quantity of water used and the manner of use; to test backflow preventers; and to determine compliance with

these rules and regulations. The customer will be notified when access is desired and may be present, or represented by an agent.

4. If, by reason of short supply, or the making of repairs, extensions or connections, or for any reason beyond the Precinct's control, it becomes necessary to shut off the water to all, or a portion of, the mains and service connections within the Precinct, the Precinct shall be held harmless for any damages resulting from such shut-off. When practical advance notice of any interruption of service will be given, but nothing in this rule shall be construed as requiring of notice in advance.
5. The Precinct shall not be held responsible for damage or inconvenience caused through the cleaning or flushing of mains, hydrants, reservoirs, etc., or the opening or closing of gates, valves, hydrants, curb-stops or ancillary items installed within the distribution system, whether by Precinct or other authorized or unauthorized personnel.
6. Hydrants may be opened only by direction of the Superintendent or by qualified personnel of a recognized Fire Department or accredited Forest Fire Wardens; in the latter two cases only in the performance of fire extinguishment duties. Any use of a hydrant will be promptly reported to the Precinct by the most expeditious means.
7. Gates, valves, curb-stops, shut-offs and other control devices that comprise the distribution system shall not be operated or tampered with by persons other than authorized employees or agents of the Precinct.
8. Customers desiring to install private fire protection must coordinate plans before installation to determine the availability of mains, pressure, flow, etc. No private fire connections will be made less than six inches (6") in diameter. All standpipes, sprinklers, sprinkler supply piping and other fire connections shall be located as to be readily inspected and shall meet NFPA Standards.
9. Any customer desiring to have water service turned on or off shall give the Precinct a minimum of two (2) days notice and shall pay applicable fees, except upon total termination of water service in the customer's name.
10. No person shall cover a hydrant, curb-box or gate box in such fashion that the same cannot be readily located for the purpose of turning water service off or on. Any change in the topographic grade in the vicinity of a hydrant, curb-box or gate-box shall be coordinated, in advance, with the Superintendent. Grading in the vicinity of hydrants shall not be done without specific prior permission from the Superintendent.
11. When responsibility for the payment of charges for water or other services terminates, as when the property is sold, leased or transferred, the customer whose obligation terminates is responsible for notifying the Precinct of such termination and for payment of charges to the date of termination. In the absence of such written notification, the terminating customer shall continue to be responsible for all charges accruing against the customer unit until such time as water service is disconnected, or a new customer assumes responsibility.

(Refer to Section 2-1)

12. No planting of shrubs, flowers or other concealing or overhanging items shall be permitted within a radius of ten feet (10') from the center of any hydrant. Nor shall concealing plantings, snow, structures or other items be located as to obscure view of a hydrant from the nearest access road (street). Bushes, trees, shrubs, floral plantings and other
The owner if on private shall remove concealing items from such restricted areas property or by the Precinct if on public property.

SECTION 9

CONSTRUCTION AFFECTING THE PRECINCT'S SYSTEM

1. Under New Hampshire law any construction, which involves excavation within the limits of a public right-of-way, shall be coordinated in advance with all public utilities operating in that same area via Dig Safe. In no instance shall excavation commence or be accomplished until notice has been provided such utilities, the same including but not limited to; water, sewer, power, communications, petroleum product transmission lines, etc.
2. Any individual, corporation, partnership, governmental agency or other legal entity seeking to dig, excavate, construct or otherwise disturb the existing ground surface lying within a public right-of-way located within the Precinct boundaries, shall advise the Precinct in advance of such action and shall obtain the Precinct's concurrence prior to initiating the proposed action. Specifically:
 - a. At the minimum, sketched plans of the proposed work shall be presented to, and coordinated with, the Precinct. The Precinct will review such plans and determine that the work to be performed complies with Federal, State and Precinct rules and regulations. USEPA, AWWA, NHDES standards shall apply.
 - b. In the absence of adequate plans the Precinct may elect to create such plans through its resources, costs to be borne by the legal entity seeking approval

for the proposed work, and work shall be permitted only in accordance with the plans as approved.

- c. Paving or repaving of streets frequently results in gate valves, curb and gate boxes and other underground entities of the Precinct's distribution system being covered and ease of identification and access destroyed. Action to insure identification and access subsequent to paving or repaving shall be the responsibility of the responsible individual or legal entity; lacking such action the Precinct may take action required and levy costs against those responsible.
- d. In those installations where, by permission of the Precinct, mains have been laid outside public right-of-way, the provisions of this section shall apply to a distance of twenty feet (20') from the centerlines of such mains, or at the discretion of the Precinct.

SECTION 10 **RATE SCHEDULES**

1. The Commissioners are vested with sole responsibility for determination and promulgation of equitable rates for services rendered by the Precinct. Such rates shall be established to provide sufficient operating income to defray those operational expenses approved by the voters at an annual Precinct meeting.
2. Schedules of rates applicable to the provision of water and other services by the Precinct shall be published one month prior to the succeeding billing period for each class of service.
3. Water from approved sources will be delivered through the Precinct's distribution system to the consumers. The Precinct will exercise due effort to maintain at all times normal pressure in the distribution system, but shall not be held liable for failure of either the supply or the distribution system to furnish normal quantities of water at normal pressures when such failure is caused by an act of God, natural causes, required preventative maintenance, breaks, leaks, unusual or recurrent drafts, or the excess or unlawful use of water.
4. Rates will be established for the following class of services:
 - a. **GENERAL SERVICE** - Unmetered (class "GU")
This service is applicable to unmetered service within the Precinct's boundaries, except municipal and private fire protection. It shall be provided when, in the Commissioner's opinion, metered service is neither required nor feasible and the Commissioner's elect to provide service under this classification.
 - b. **GENERAL SERVICE** - Metered (Class "GM")
This service is applicable to metered service within the Precinct's boundaries.

- c. **FIRE PROTECTION** - (Class “FP”)
This service includes installations providing fire protection, both public and private, including hydrants, sprinkler systems, standpipes, fire hose connections, etc.
- d. **MISCELLANEOUS** (Class “MS”)
This classification includes miscellaneous services provided by the Precinct. Includes, but is not limited to, provision of skilled or unskilled labor, machinery, equipment, materials, engineering assistance, technical review of plans and specifications and the connection, turn-on and shut-off of water service.

5. **WATER INVESTMENT FEES**

- a. It is regarded as inequitable to finance future capital improvements to the municipal water system solely through water user rates. Major capital improvements to a municipal water distribution and treatment system are most frequently required in order to service future customers, and it appears unfair to require present users to finance this future development except on some equitable basis. Persons and organizations responsible for development within the Precinct (e.g. developers) are in the best position to allocate costs applicable to the development to the persons and organizations requiring the future services.
- b. Studies done to date by the Precinct identify projects needed to upgrade and reinforce the existing service requirements and to accommodate system expansion. These same studies identify projects required to expand and extend the existing system to service future customers. It is the purpose of these rules to establish a system capacity charge hereinafter a Water Investment Fee (WIF) to recover these costs of expanding the water system to serve new customers directly from those customers.
- c. By imposing the charges set forth in these rules, the costs of the expansion will be distributed more equitably than if they were to be recovered through the water user rates. This is because the charges set forth in this ordinance allow the investment made by existing customers in core facilities on behalf of future customers, and the higher capital costs of serving new customers to be recognized.

6. **IMPOSITION OF WATER INVESTMENT FEE**

- a. A Water Investment Fee (WIF) will be imposed on all future customers of the Precinct, and on all existing customers who seek to enlarge existing water services. No person or organization shall be legally entitled to connect to the Precinct water system or to enlarge an existing water service until the Water Investment Fee imposed by this section is paid. This section is not in derogation of, but in addition to, all other fees which may be required by the Precinct. All WIF's imposed by these rules shall be determined by meter size, except for multi-family dwellings.

- b. With respect to persons or organizations seeking to enlarge existing water service, the Water Investment Fee imposed shall be the difference between the Water Investment Fee that would have been imposed if a Water Investment Fee had been assessed on the previous meter that had been in use. This is applicable only if a new service line is not required.
- c. Replacement connections necessitated by normal maintenance wear and tear shall not be regarded as new connections, and no Water Investment Fee shall be due as a result of these replacements.

SECTION 11
CROSS CONNECTION CONTROL PROGRAM

- 1. **PURPOSE.** Cross-connection between potable water supplies and non-potable sources of contamination represents one of the most significant threats to health in the water supply industry. This program is therefore designed to maintain the safety and potability of water in the New-London Springfield Water System Precinct’s system by preventing the introduction of any substance other than water from the intended source.
- 2. **AUTHORITY** This program derives its enforceability from the Rules and Regulations of which this section forms a part and from the New Hampshire Code of Administrative Rules, Part WS-314, cross connections, as implemented by letter, NHWSPCC, 26 March 1984, **SUBJECT:** Cross Connection Adoption of Administrative Rule.

3. **DEFINITIONS:**

- a. **BACKFLOW** The flow of water or other foreign liquids, gases or other substances into the distribution system of a public water supply from any other source other than the intended source.

b. **BACKFLOW PREVENTION DEVICES**

- 1.) **AIR-GAP** – a physical separation sufficient to prevent backflow between the free-flowing discharge end of the potable water system and any other system.
- 2.) **ATMOSPHERIC VACUUM BREAKER** – A device that prevents back-siphonage by creating an atmospheric vent where there is either negative pressure or sub-atmospheric pressure in a water system.
- 3.) **BACKFLOW PREVENTER W/ INTERMEDIATE ATMOSPHERIC VENT** – a device having two check valves separated by an atmospheric vent.
- 4.) **DOUBLE CHECK VALVE** – a device having two spring loaded, bronzed faces with rubber disc, check valves with shutoff valves and test cocks for periodic testing.

- 5.) **HOSE BIB VACUUM BREAKER** – a device that is permanently attached to a hose bib and which acts as an atmospheric vacuum breaker.
 - 6.) **PRESSURE VACUUM BREAKER** - a device containing a spring-loaded check valve and a spring-loaded atmospheric vent, which opens when pressure approaches atmospheric. It contains valves and fittings that allow the device to be tested.
 - 7.) **REDUCED PRESSURE PRINCIPAL BACKFLOW PREVENTER** – an assembly of check valves and a reduced pressure zone which spills water to the atmosphere in event of the failure of the check valves. It has valves and fittings that allow the device to be tested.
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- c. **BACK-SIPHONAGE** – backflow resulting from negative or less than atmospheric pressure in the water system.
 - d. **BACK-PRESSURE** – a condition in which the owner’s system pressure is greater than the supplier’s system pressure.
 - e.. **DES** – The New Hampshire Department of Environmental Services. (NHDES)
 - f. **CONTAINMENT** – *a method of backflow prevention that requires a backflow preventer at the water service entrance.*
 - g.. **CROSS-CONNECTION** – any physical connection or arrangement between two otherwise separate piping systems, one of which contains potable water and the other water or other substances of unknown or questionable safety, whereby water or other substances may flow from one system to the other, the direction of the flow depending on the pressure differential between the two systems.
 - h.. **FIXTURE ISOLATION** – a method of backflow prevention in which a backflow preventer is located to correct a cross-connection at an in-plant unit rather than at the water service entrance.
 - i. **OWNER** – any person who has legal title to, or license to operate or inhabit a property upon which a cross-connection is to be made or upon which a cross-connection exists.
 - j. **BACKFLOW PERMIT** – a document issued by the Precinct with the approval of the DES, which allows the use of a backflow preventer.
 - k. **PERSON** – any individual, partnership, company, public or private corporation, political subdivision or agency of the state, a department, agency or instrumentality of the United States, or other legal entity.
 - l. **PRECINCT** – The New London-Springfield Water System Precinct, a body politic and corporate organized under the laws of New Hampshire as a Village District.
 - m. **WATER SERVICE ENTRANCE** – that point in the owner’s water system beyond the sanitary control of the Precinct. This will ordinarily be at the outlet end of any metered connection and will always be before any unprotected branch.
 - n. **ADMINISTRATION**

1. The Precinct will develop and operate a cross-connection control program,

including the necessary records, which fulfills the requirements of the DES rules.

2. The owner shall allow his property to be inspected for possible cross-connections and shall follow the provisions of the Precinct's program if a cross-connection is permitted.
3. If the Precinct requires that a public water supply be protected by containment, the Owners shall be responsible for water quality beyond the outlet end of the containment device.
4. Both the Precinct and the owner shall attempt to eliminate all cross-connections.

4. RESPONSIBILITY – PRECINCT

- a. The precinct's inspections for cross connections or potential cross-connections shall be made during normal working hours unless otherwise arranged with the owner.
- b. The Precinct will, after the initial inspection of plans or premises, inform the owner by letter of any corrections deemed necessary, the method of making correction, and the time allowed before correction must be complete, normally thirty (30) calendar days.
- c. The Precinct will not allow any cross-connections to remain unless it is protected by an approved backflow preventer, for which a permit has been issued and which is regularly tested and operates satisfactorily. Certain fixtures are exempt from this provision and are listed under #19.
- d. The Precinct shall inform the owner by letter of any failure to comply by the time of the first reinspection. The Precinct will allow an additional fifteen (15) days for the correction and if there is a failure to comply by the time of the second reinspection, the Precinct shall inform the owner by letter that the water service to the premises will be terminated.
- e. If the Precinct determines at any time that a serious threat to the public health exists, **SERVICE SHALL BE TERMINATED IMMEDIATELY, WITH OR WITHOUT ADVANCE NOTICE.**
- f. Service will not be reestablished before the installation of a backflow preventer.
- g. The Precinct shall maintain an inspection program that will cover all industrial and institutional customers every three (3) years and all commercial customers every five (5) years.
- h. The Precinct will allow temporary water services for construction purposes only if satisfied that adequate provisions for cross-connection control are in place. permanent water service will only be provided after necessary devices have been installed.

16. RESPONSIBILITY – OWNER

- a. The owner, after being informed by a letter from the Precinct, shall, at his expense, install, maintain and test or have tested, any backflow preventer installed on his premises.
- b. The owner shall correct any malfunction of the backflow preventer, which is revealed by periodic testing. This shall include the replacement of parts and replacement of the entire backflow preventer if deemed necessary by the Precinct
- c. The owner shall inform the Precinct of any new proposed or modified cross-connection and also of any existing cross-connection of which the owner is aware but which has not been identified by the Precinct.
- d. Any owner having a private well or other private water source will not be allowed to cross-connect to the Precinct's system.
- e. The owner shall not install a by-pass around any backflow preventer unless there is a backflow preventer on the by-pass. Owners who cannot shutdown operation during testing must supply the additional device to allow testing to take place.
- f. The owner shall only install backflow preventers listed and approved by the Precinct and DES.
- g. The owner shall install the backflow preventer in a manner approved by the Precinct.
- h. The owner shall provide a clean, dry and warm place, always free from debris for inspection and testing.
- i. Any owner having a testable backflow device is required to have a basic rubber repair kit for that device on hand.

17. DEGREE OF HAZARD – The Precinct and DES recognize the difference in the threat to the public water system arising from different types of cross-connection. These may be classified as follows:

- a. CLASS I – LOW DEGREE OF HAZARD – if backflow were to occur, the resulting effect on the water supply would be limited to minor changes in the esthetic quality, such as taste, odor or color. The foreign substance must be non-toxic and non-bacterial in nature and have no significant health effect.
- b. CLASS II – MODERATE DEGREE OF HAZARD – if backflow were to occur, the resulting effect on the water supply would be significant changes in esthetic quality. The foreign substance must be non-toxic to humans and non-bacterial in nature.
- c. CLASS III – HIGH DEGREE OF HAZARD – if backflow were to occur, the resulting effect on the water system could cause illness or death if consumed by humans. The foreign substance may be toxic to humans either chemically, bacteriologically or radiologically. Toxicity may result from either short or long term exposure.

1.) Class three hazards can be protected against by containment or by fixture isolation. Examples of establishments that can be controlled by containment are, but not limited to, the following:

- I. Wastewater installations – treatment plants, pump station to include storm water pump stations, industrial waste treatment plants.
- II. Industries where a health hazard exists.
- III. Hospitals, nursing homes, clinics, doctor’s offices, etc.
- IV. Vessel watering points or fixtures.
- V. Tank trucks, street sweepers, and similar units that receive water at the owner’s garage or from Precinct hydrants.

2.) Establishments that the Precinct may cause to be controlled by either containment Or fixture isolation includes but are not limited to:

- I. Laboratories
- II. Mortuaries or funeral homes
- III. High-pressure boilers
- IV. Chemically treated low pressure boilers
- V. Land irrigation systems
- VI. Swimming pools
- VII. Car wash facilities
- VIII. Farms where water is used for other than domestic purposes
- IX. Commercial installations with limited industrial functions

18. BACKFLOW PERMITS

- a. Permits will be issued by the Precinct for any backflow situation except those listed as exemptions in section 19 .

- b. The class (I, II, III) of hazard will be stated on the permit.
 - c. The frequency of testing of the preventer will be stated on the permit.
 - d. The manufacturer, model, type and serial number (if applicable) of the backflow preventer will be listed on the permit. If more than one device is used to protect a cross-connection, each device so installed will be listed on the permit.
 - e. Any exemption will be listed on the permit.
 - f. Permits shall be non-transferable.
 - g. Permits will be renewed every five (5) years.
19. EXEMPTIONS - Certain fixtures that constitute cross-connections may be controlled by non-testable backflow preventers and will not require a permit. Samples of these fixtures follow:
- a. Hose bibs which are only potential cross-connection.
 - b. Below the rim outlets that can be replaced with a gooseneck device.
 - c. Toilets with anti-siphon ball cocks.
 - d. Any fixture with a built-in atmospheric vacuum breaker that cannot be by-passed.
 - e. Others that are listed in DES regulations.
20. PERIODIC TESTING It is recognized that any backflow preventer can fail and any method of protection can be subverted; thus, periodic inspection and testing, to include air gap protection is necessary.
- a. Periodic testing will be performed by the Precinct or by individuals approved by the Precinct.
 - b. The Precinct may charge for testing and may establish special rates for testing at other than regular business hours.
 - c. The time interval for testing shall be determined by the Precinct and shall be stated on the permit.
 - d. Any backflow preventer that fails during test shall be repaired immediately. The Precinct shall require that repair parts be ordered within 24 hours and that shipment be by the fastest means available. Any delay of more than seven days shall require discontinuance of service or other action to insure protection of the public water supply.
 - e. Certain class III degree of hazard situations shall not be allowed to exist unprotected if the backflow preventer fails the test and cannot be immediately repaired or replaced. The owner shall be the person responsible for the provision of spare parts and shall have a supply on hand.
 - f. The minimum testing frequency for backflow preventers in the Precinct's area or jurisdiction shall be as follows:
 - 1. Reduced pressure principle backflow preventers on class III degree of hazard cross-connections shall be tested at six (6) month intervals.
 - 2. Double check valves, reduced pressure principle backflow preventers and

pressure vacuum breakers on class I and class II degree of hazard cross-connections shall be tested once each calendar year.

3. Mechanical air-gaps shall be inspected annually

21. PENALTIES

- a. Failure to comply with the provisions of this Cross-Connection Control Program may render the owner liable to a fine.
- b. The Precinct shall be held harmless from criminal or civil actions arising from conditions resulting from the absence of, or failure of, required backflow preventers. The individual customer is responsible for the settlement of such actions and any penalties that may be invoked thereby.

SECTION 12
ENFORCEMENT

1. Failure to comply with any Precinct regulations could result in a fine or the termination of service.
2. The Precinct shall be held harmless from civil or criminal actions ensuing from any non compliance by a customer.

**NEW LONDON-SPRINGFIELD
WATER SYSTEM PRECINCT
SCHEDULE OF RATES**

(as of April 19, 2022)

GENERAL SERVICE- UNMETERED (CLASS GU)

Regular Service 6 MOS.
Seasonal Service 6 MOS. MIN. \$ 55.00
Same as Regular Service

GENERAL SERVICE-METERED (CLASS GM)

MINIMUM SEMI-ANNUAL CHARGE (INCLUDES 10,000 GALS.)

5/8" meter \$ 55.00
3/4" meter 67.00 1" meter 91.00 1 1/2" meter 128.00
2" meter 389.00
3" meter 555.00
3" Contractor meter (plus gal. charge of 2.20 per 1,000) 350.00
Meter Size up (difference between the two)
Rate per 1,000 gallons above the minimum 10,000 gallons 2.20

FIRE PROTECTION (CLASS FP)

Annual Hydrant Service Charge \$ 250.00
Annual Sprinkler Service Charge 250.00
Annual Private Hydrant Charge 150.00

SYSTEM DEVELOPMENT CHARGE – New Connections

Meter size	Meter Equivalent Ration	Estimated Use	Equity Buy-In Cost
5/8" and 3/4"	1	223	\$2,422 Each
1"	2.5	558	\$6,056 Each
1-1/2"	5	1116	\$12,112 Each
2" and Greater	Varies	<i>as approved by the NLSWSP</i>	\$10.85 per gpd
Fire Sprinkler Service (any size)		\$2,000.00	

NLSWP rates continued

MISCELLANIOUS (CLASS MS)

Labor Skilled/Unskilled -Applicable hourly rate plus 25%

Materials & Supplies- Precinct cost plus 15%

WATER SERVICE CONNECTION

By Precinct -Precinct cost plus 15%

By Customer -Precinct cost plus 15%

WATER SERVICE TURN-ON OR TURN OFF

Without meter removal -\$ 25.00

With meter removal - 50.00

PROPERTY TRANSFER FEE \$50.00

EQUIPMENT CHARGE Local rental agency charge plus 15%

TEMPORARY METER DEPOSIT Cost of meter assembly

BACKFLOW PREVENTER TEST (per test) \$45. 00

INTREST ON BALANCES OVER 30 DAYS 12% on balance charged monthly

METER CHARGES

Installation of new meter \$318.10

Meter repairs Precinct cost plus 15%

Meter testing Precinct cost plus 15%

FINES

Meter tampering \$75.00

**Failure to comply with New London-Springfield Water System Precinct rules and regulations will result in a fine up to \$2,000.00.*

**Rates are established semi-annually, effective back to the first day of the current billing cycle. They are established by the Board of Commissioners at a level determined necessary to ensure that operating expenses are covered by direct operating income*