

Meter Policy

The following rules and regulations shall be considered a part of the contract with every consumer and or property owner supplied with water from the Town of Westborough, herein called the DPW, and every person or property owner taking water shall be considered as having expressed their consent to be there by bound.

Residential Meters:

The initial cost of the meter and valve is paid for by the owner and is installed by the DPW. Once the meter is installed and all water related permits have final approval, the meter becomes property of the DPW. It is the DPW'S responsibility to maintain the meter, including replacement, repair and scheduled testing. (It is the responsibility of the property owner to maintain reasonable access to the cellar valve and meter and to protect the meter from any type of damage, including freezing, a replacement cost for damaged meters will be charged to the property owner). Meter accuracy will be within AWWA Standards. If a high usage complaint is filed, an independent certified meter tester would test the meter. If the results are within AWWA Standard C-700, the owner will be responsible for all costs associated with testing the meter

Commercial and Industrial Meters:

The owner of commercial, industrial, and apartment properties will be responsible for the purchase, installation, testing, repair and or replacement of the water meter and valve. The property owner will retain ownership of the meter, which will be regulated by AWWA Water Meter Standards and this meter policy. If the property owner does not maintain the meter in accordance with AWWA STANDARDS and this policy, the DPW will contract out an independent certified meter tester to test, repair, and or replace said meter. The property owner will be responsible for all associated cost.

A leak detection survey and repair program will be performed on all industrial, commercial, and apartment properties that have a fire service line. Leak detection will be required every two (2) years.

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General:

Time intervals for meter testing:

4 inch and larger - yearly

3 inch – 2 years

1-1/4 thru 2 inch – 4 years

3/4 and 1 inch – 15 years or change out

Every water service will be metered and will meet DPW specifications. The water meter shall read in cubic feet and have a touch pad and/or radio read unit attached.

All meters will be sealed against tampering or alteration. A broken seal is a violation.

Whenever feasible, the water meter will be set at a point where the service enters the building in full cellars or utility rooms and shall be easily accessible for inspection and removal.

All property owners shall grant access to a representative of the DPW to all buildings and premises supplied with water for the purpose of making repairs and inspection of pipes, stopping the waste of water and for reading, repairing or changing water meters. Notification for access will be given to the owner to make an appointment. Failure to respond in seven (7) days will lead to a second notification. Failure to respond in ten (10) days shall constitute a cause for shutting off the water service.

The owner shall be responsible for free access to the meter and touch pad by the DPW at all times. Failure to remove any obstruction shall constitute a cause for shutting off the water within three days.

If, for any cause, the meter breaks or fails to register the amount of water used for any period, the quantity shall be determined by the DPW. The DPW shall make a reasonable reference to the quantity used in the corresponding period of previous years.

Property owners must keep their water pipes and fixtures in good repair at their expense. The property owner shall be held liable for any damages resulting from failure to do so.

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The DPW reserves the right to restrict, limit or shut off water in all cases when it becomes necessary to do so for repairs, non-payment of water bills, violation of the regulations or whenever they deem expedient.

The DPW shall not be held liable to any person or persons for any damage caused by contaminated water resulting from the opening or closing of valves, hydrants, the breaking of any pipe or fixture, heavy demand or any other cause whatsoever. Backflow prevention shall be utilized that satisfies Massachusetts DEP and DPW requirements.

The DPW shall not be held responsible or liable to any person for any loss or damage from water service interruptions, or from any excess or deficiency in the pressure, volume or supply of water due to any cause.

The property owner is responsible for prevention and correction of any leakage from the curb stop onward within the property. Failure to correct leakage within (10) day's notification by the DPW will result in the water service being shut off. Service will not be restored until the leakage has been repaired to the satisfaction of the DPW.

No person shall operate any fire hydrant of the water works system without permission from the DPW, except for the fire department.

All fire hydrant use will be metered or calculated for water usage.

The property owner shall be responsible for paying the water bill and any related water charges.

The property owner will be issued a water bill as long as the water service is connected to the premises. The owner must notify the DPW in writing of their intent to terminate the water service by cutting and capping the service at the curb stop. After an inspection of the cutting and capping, water billing will cease. Reconnection will be done at the owner's expense.

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Penalties

Any person found violating these regulations would be served by the DPW with a written notice stating the nature of the violation and providing a reasonable time limit for the satisfactory correction thereof. The offender shall, within the period of time stated in such notice, permanently cease all violations.

Any person who shall continue any violation beyond the time limit provided for in the notice shall be guilty of a misdemeanor, and on conviction thereof shall be fined in the amount not exceeding one hundred dollars (\$100.00) for each violation. Each day in which any such violation shall continue shall be deemed a separate offense.

Unauthorized use of a fire hydrant will constitute a five hundred dollar (\$500.00) fine plus the cost of the water taken.

Any person violating any of the provisions of this policy shall become liable to the DPW for any expense, loss, or damage to the town by reason of such violation.

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The DPW manager reserves the right to modify these rules and regulations.