

1000.0 WATER DEPARTMENT ORDINANCE

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AMENDMENTS

- 1002.0 Amended August 13, 1992
 - 1003.3 Amended July 18, 1994
 - Appendix A: Water Fees Rates and Construction Cost Amended February 13, 2012
 - Appendix A: Water Fees Rates and Construction Cost. Amended August 12, 2013
 - Appendix A: Water Fees Rates and Construction Cost Amended October 21, 2019
- 1002.0, 1003.0, 1004.0, Appendix A: Water Fees Rates and Construction Cost, Exhibit A: Disconnection Notice: Amended March 4, 2024

1000.0 WATER DEPARTMENT ORDINANCE

1001.0 GENERAL REGULATIONS

A. Exceptions to any rules or regulation of this document must be approved by the Board of selectmen or their authorized agent

B. Large Consumers: Including hotels, motels, stores, markets, barber shops, restaurants, laundries, greenhouses, manufacturers, commercial industries and building purposes, etc., rates by meter or special written agreement.

1002.0 RULES AND REGULATIONS

(First sentence amended by Board of Selectmen 8/31/92)

A. Service pipes may be introduced into the premises of persons making written application therefor to the selectmen applications will be valid for one year from date of approval, provided that the premises have frontage on a class V or better road that has a distribution main of the system. For purposes of these regulations, an unrestricted right-of-way (such right-of-way to include underground utility easements) which is the lots only frontage on a Class V, or better, road leading to a back lot, will be considered part of the back lot. The entire expense of a water line, including all pipes, curb boxes and other necessary materials and all expense of laying the water line shall be paid for by the applicant. The water department shall be responsible for any repairs made from the main line to the curb box, all repairs made after the curb stop shall be the

responsibility of the property owner. No service line shall run along a Town right of way unless said line complies with regulation S.

B. All applications for the use of the water must be made in writing to the selectmen by the owner of the premises or authorized agent. The daily amount to be used and the various uses to which the water is to be applied must be fully stated. The daily amount used shall not be exceeded without approval from the Board of Selectmen.

C. All persons taking water must keep their pipes and fixtures in good repair and protect them from frost to the service box at their own expense. They will be held liable for all damage resulting from their failure to do so.

D. They shall prevent all unnecessary waste, and water shall not be left running to prevent freezing.

E. The selectmen and their authorized agents shall have free access to all premises supplied with water to ascertain the quantity of water used, the manner of its use, and whether there is any unnecessary waste, also to examine the apparatus. If any pipes or fixtures are found not in good order they will be immediately repaired at the expense of the owner. If repairs are not made within two days after notice, the water will be shut off until such repairs are made.

F. *(This section amended on 7/18/94 after a public hearing on that date, see section DD at the end of the Hinsdale Water Department General Regulations)* The water rents shall be due and payable quarterly and payable at the office of the water and sewer collections clerk on the date specified on the bill and pro rata to those dates. In all cases of nonpayment of the water rents within fifteen days after the same are due,

the water shall be shut off until all charges are paid. The property owner will in all cases be held liable for water rents.

G. The selectmen reserve the right to put in a meter at the expense of the water user, in any case, and charge for water rates corresponding to meter rates charged by works of a similar class. When water passes through a meter it may be used for any and all purposes. Any piping, valves, boiler drains or connection device that may be used to bypass the meter or take water before the meter and check valve. Any piping felt to be unsafe by the water department personnel must be removed or corrected at the expense of the home owner. Once the property owner is notified of a violation, one week will be given to notify the water department when the work will be done to correct the violation or the water will be turned off until the violation is corrected. No person except an employee of the Water Works will be allowed to take off water meters, or tap the mains.

H. No abatement of water rents will be made by reason of disuse or diminished use unless the water has been turned off at the curb stop by the water department. No abatements can be made without written authority of the Board of Selectmen.

I. Owners of water takers shall also promptly give notice when the use of fixtures has been resumed or tenant reoccupied. Prior to final sale, a water/sewer utility inspection is required for necessary inspections (\$30.00 utility inspection).

J. SHUTTING OFF WATER: The selectmen or authorized agent reserve the right to shut off the water for the purpose of making alterations or necessary repairs; and they will also restrict the use of water in case of shortage, especially in the case of large consumers and garden hose; also, they will shut off the water from any person who will disregard these rules or neglect to pay the water rents when due.

J1. When a water use ban is in effect, violators will have their water turned off and the water will not be turned back on until the sum of \$50.00 has been paid (\$25.00 turn off, \$25.00 turn on).

K. No person shall be entitled to damages, nor to have any portion of a payment refunded for any stoppage of water for the purpose of additions or repairs, nor any stoppage for violation of these rules, nor for any purpose whatever, which in the opinion of the selectmen may be deemed necessary.

L. LETTING ON WATER: When the water has been shut off for violation of these rules, or any part thereof, or for non-payment of rents, it shall not be turned on again until the selectmen are satisfied that there will be no further cause for complaint, and the sum of \$25.00 shall have been paid for shutting off and \$25.00 for turning on the water.

M. The selectmen reserve the right to establish such rules, regulations and rates from time to time as they may think expedient for the introduction and use of water. Water will be supplied only to such parties as conform to the rules and regulations of the selectmen.

N. In any case it becomes necessary to shut off water from any distribution main or branch pipe, reasonable notice will be given whenever possible and, in such manner, as practicable. However, in the cases of emergency, notice of water stoppage will not necessarily be given.

O. No person shall in any case be allowed to open a fire hydrant except by a written permit from the Selectmen, but the engineers of the fire department shall in all cases have control of hydrants at fires.

P. Town supplied water users shall not permanently connect to another property for water supply for any reason without written permission from the Select board. Temporary connections may be put into place due to a disruption in water service such as a leak with written permission from the Select board or an authorized agent. Abuse of this rule will result in being charged double the regular rate for a full quarter and longer if said person continues to furnish water.

Q. No person shall park a vehicle so as to obstruct a fire hydrant or place or cause to be placed any building material, earth, snow or other obstruction (within 8 Feet) in the way of its free use by the Fire Department

R. Consumers leaving their premises unoccupied for any length of time are especially warned to close the stop cock, as water is liable to escape by accident or otherwise.

S. The minimum service line size will be three quarter inch. Non-lead Brass fittings will be Mueller or Ford **quick joint type** only. All brass fittings must be non-lead or stainless steel. All curb stops will be ball type full port. They shall be set on a concrete brick to allow the Erie box to set down directly on the curb stop. All new service lines and mains shall be no more than five feet in depth but no less than four and one-half feet in depth from the finished grade to the top of the pipes. All new services lines will have an Erie box with a pentagon nut cover and a three-foot stainless-steel rod on the curb stop. All pipes shall be laid on a base of six inches of fine, stone free sand, and with a minimum of twelve inches of fine, stone free sand placed over and above the pipe. All water lines shall be inspected by the selectmen or their authorized agent, during installation or before back filling. Standards for plastic service lines must conform to minimum of SDR 9, 200 PSI C.T.S. (copper tubing size.) Copper tubing must be type K. Location of new water service lines and meter pits are as follows. **NO SERVICE LINE OR METER PIT will be installed within (5) FIVE FEET OF ANY DRIVEWAY OR PARKING AREA. Meter pits will be installed NO FURTHER THAN (10) TEN FEET AWAY FROM THE CURB STOP BUT NO CLOSER THAN (5) FIVE FEET OF THE CURB STOP**, exceptions to this rule must be approved by the Selectmen or their authorized agent.

T. For all proposed new water mains, extension and replacements. The applicant will submit with the application three copies of a scale drawing of the proposed installation for our review. All new mains will be ductile iron or recommended plastic minimum of eight-inch Atlantic States, US pipe or Griffin only, exceptions to this rule must be approved by the Selectmen or their authorized agent. All fittings and repair clamps must be US Pipe, Ford, Power Seal, Nappco, UF, Tyler, Smith-Blair or Dresser only. All accessories shall be retainer type, Meg A Lug only. Hydrants shall be recommended by authorized agent open left. All valves shall open left and comply with AWWA C509 standards. Gate valves shall be non-rising stem resilient wedge type. Gate and butter fly valves shall be fusion coated epoxy inside and out, A V K, Mueller, M&H/Kennedy or US pipe only. The roadway box will be set on compacted earth around the valve top. Tapping sleeves and saddles shall be M&H, Mueller, Ford, Power Seal, US pipe, Smith-Blair or Dresser only. Hydrant and valve locations shall be determined by the selectmen or their authorized agent. No AC (transit) or water main larger than 2" shall be connected to the water system. All new mains installed will be pressure tested and chlorinated to AWWA standards. Bacteria samples will be taken. The flushing, chlorination, pressure testing and collecting of bacteria samples shall be done in the presence of the selectmen or their authorized agent. All details of new water main

installations must be shown on a map drawn to scale, and supply necessary information such as location and depths of mains, hydrants, valves, service lines, corporations and curb boxes with detailed measurements and depths of mains, hydrants, valves, service lines, curb boxes and corporations. Three copies of a record drawing shall be submitted to the Selectmen, or authorized agent before water use will be allowed for other than pressure testing and chlorination. New water systems or extensions are subject to NH Water Supply and Pollution Control Commission and AWWA standards and must be inspected by the selectmen or their authorized agent during installation or before back filling. Existing lines and services in good condition are not required to be changed or altered because of these regulations whether or not in service at this time.

U. All new fire hydrants shall be installed with a shut off -valve which will be located no more than 4 feet from the hydrant. All new hydrants shall be recommended by authorized agent. Installation of hydrants shall be inspected by the selectmen or their authorized agent during installation or before back filling.

V. All changes in Item S, T, & U are subject to the written approval of the Water Superintendent.

W. A water meter must be installed according to the Hinsdale Water Meter Regulations. The meter will be installed at the expense of the applicant. In the case of a structure in which a meter may not be installed (i.e. no basement) an AWWA approved water meter pit must be installed at the expense of the applicant. The meter pit shall be installed in a location approved by the water department. The meter pit shall be installed so that the top of the cover will be level but no more than one inch below the finished grade.

X. No person shall turn on, turn off, or otherwise tamper within any way water meters, curb stops, gat valves or hydrants without the written consent of the selectmen or their authorized agent.

Y. Each individual dwelling, business, etc., must have a separate connection to the main and separate curb boxes.

Z. All connections to the water system are to be done by the water department with proper notice given to the selectmen.

AA. No connections will be made by the water department from November 1st through May 1st.

BB. No person shall fill a swimming pool from a hydrant.

CC. Prior to the water being turned on at a use all requirements of the Town of Hinsdale must be met, (i.e. water department rules and regulations, septic approval, permit to move, driveway permit, etc., connection fee, construction cost, labor and materials must be paid. Approval by the selectmen of a water connection is valid for one (1) year from date of approval. Each application is considered on its own merits. The selectmen reserve the right to deny any application for use that they determine will jeopardize the safety or health of current municipal water users, or will create unsafe demand on the municipal water system.

The following was adopted on 7/18/94. (Subject to review and change by the Hinsdale Board of Selectmen)

1003.0 RULES AND REGULATIONS OF THE SELECTMEN, ACTING AS WATER COMMISSIONERS AND PURSUANT TO SECTION 1002.0 M OF THE HINSDALE WATER DEPARTMENT ORDINANCE

A. All water rents shall be due and payable quarterly; payable at the office and on the date as specified on the water bills which issue; and payable pro rata to those dates.

B. All bills shall be payable upon receipt.

C. Service shall be disconnected to any residential customer who fails to pay an undisputed bill within 30 days of the postmark date of the bill or by the first day of the first April following issuance of the bill; or fails to abide by the terms of a written payment agreement, with time being of the essence; or unreasonably refuses access to any premises for necessary inspection of utility property--all in accordance with the provisions herein.

D. Prior to termination of service, a customer shall be sent written notice of the water department's intent to disconnect by certified mail, return receipt requested, a minimum of 15 days in advance of the date of proposed disconnection. In the case of nonpayment of an outstanding bill, notice shall be sent not less than 30 days after the postmark date of said original bill. In the case of failure to abide by a payment agreement or refusal of access to premises for necessary inspection of utility property, notice may issue as of the date of the violation, or upon any date thereafter.

E. Written notice of the water department's intention to disconnect shall be in the form attached hereto as Exhibit A.

F. In the event a customer disputes the reason for disconnection set forth in the notice, he or she may request a meeting with the selectmen to seek to resolve any dispute and no disconnection shall take place until after the meeting is held. The request for a meeting with the selectmen shall be in writing, and shall be submitted prior to the date on which the disconnection is to take place. A minimum of three selectmen shall be present in any such meeting.

G. When a customer is unable to pay his/her bill in full, the water department shall not disconnect service as long as a reasonable portion of the bill is paid forthwith; and the customer executes a written agreement to pay the balance of the outstanding bill in reasonable installments and all future bills within 30 days of the date rendered. In determining the reasonableness of a particular agreement, the selectmen shall consider the size of the arrearage; the estimated size of future quarterly bills; the customer's payment history; the amount of time the arrearage has been outstanding; the customer's ability to pay; and any other factors which will or will not change during the course of payment. The customer and the selectmen each shall keep a copy of the written agreement. In the event the customer and a minimum of three selectmen are unable to agree on a payment plan, he/she shall have the right to a meeting with all five selectmen in an effort to reach agreement.

H. Notwithstanding anything to the contrary, service may be disconnected without notice if there exists unauthorized or fraudulent use or procurement of water service; tampering with the

connections or other equipment of the Water Department; or conditions dangerous to the health of others; a clear and present danger to the life, health, physical property or the Department's ability to serve other customers; the customer clearly has abandoned the premises; or by court order.

I. No disconnection shall take place if the customers unpaid bill is below \$50.00 (unless there is an arrearage which has been outstanding for more than 60 days) or if the Water Department has been advised--within the preceding 30 days of the date of intended disconnection--by a duly licensed medical doctor that a medical emergency would result from, or be compounded by, the disconnection. A qualified physician originally may certify the appropriate information by telephone, but written notice of a medical emergency must be submitted by the physician to the Water Department within seven days of telephone certification, or it will become ineffective. Certification must be renewed monthly to remain effective, and the customer shall thereupon negotiate a payment schedule pursuant to Paragraph G, supra, which, if violated, shall give rise to disconnection in accordance with these regulations, regardless of any medical emergency.

J. Unless the customer pays the full amount set forth in the notice, or completes a payment agreement under Paragraph G, supra, service may be terminated on the termination date set forth in the notice.

K. Disconnections of service for nonpayment shall take place only between 8:00 a.m. and 3:00 p.m., Monday through Wednesday. No disconnections for nonpayment shall take place on a holiday or any day prior to which the Water Department will not be open to reconnect service if full payment is made.

L. Prior to disconnection, the utility employee disconnecting the service shall notify any adult occupant on the premises of the within residence and deliver or leave (if no adult is at the premises) a note including information as to how the customer may be reconnected. (See Exhibit B.)

M. If the customer tender's payment in full of the outstanding bill, plus the sum of \$25.00 at the time the Water Department's employee appears for the purpose of disconnecting service, the employee, without disconnecting, shall direct the customer to go immediately to the office which receives payment of water bills and tender payment there. As long as said employee receives confirmation that the bill has been paid in full within an hour, no disconnection shall take place. Otherwise, the disconnection shall proceed.

N. In the event an employee appears at the customer's premises for the purpose of disconnecting service under these regulations, the charge of \$25.00 shall be added to all other amounts outstanding, and this sum either shall be paid in addition to all other amounts owing in order to prevent disconnection of service as set forth above, or paid in advance as a condition of restoration of service.

O. All disconnected service shall be restored as promptly as possible upon the customer's payment in cash of the full outstanding bill and other applicable charges, including any overtime costs to the Water Department if service is restored outside regular business hours. Notwithstanding anything to the contrary, the Water Department shall not restore service outside of regular business hours unless:

1. The customer requests it; and
2. The department has employees willing and able to provide the service; and
3. All costs are paid in advance as set forth herein.

P. Tenants who rent and occupy a separate dwelling unit in a structure owned by another or pay rent for the privilege of locating a mobile home occupied by themselves on land owned by another shall receive separate notice of the intention to disconnect by individual door postings, in the same manner as set forth supra in the form attached hereto as Exhibit A, along with the recommendation that the each tenant immediately contact his or her landlord.

Q. The Water Department will not know or recognize every case where disconnection of service affects a tenant, and if such a disconnection takes place, service shall be restored forthwith and disconnected thereafter, only upon compliance with the notice requirements of this regulation.

R. The provisions herein apply to all past due water bills of the Town of Hinsdale for any period either prior or subsequent to the date of enactment herein.

Enacted by unanimous vote of the Hinsdale Selectmen, acting in their capacities as water commissioners under the authority of Article XIV of the Town Warrant passed on March 10, 1981 and Section 1002.0 M of the Water Department Ordinance.

1004.0 WATER METER REGULATIONS

A. It is the purpose of the Town of Hinsdale to provide each municipal water customer with proper metering equipment. Provision of metering equipment is subject to the conditions set forth in these regulations.

B. In all cases the Town will have the option to meter according to the situation, type of service and requirements of the water department and selectmen. In cases where meter costs and/or costs of installation exceed typical costs of a standard residential meter/installation, excessive costs will be borne by the applicant. In such cases, the applicant will be responsible for the costs in excess of the standard costs of the meter and installation. Atypical cases will be handled on an individual basis.

C. Title to the water meter, outside meter reader, and all accessory parts shall remain in the Town and shall not pass to the owner of any structure where such property is installed.

D. The customer's installation shall comply with the rules and regulations of all authorities having jurisdiction over the municipal water system. (The Hinsdale Board of Selectmen)

E. The water department shall, at all reasonable times, and with authorization of the customer, have the right of entry to the customer's premises for the purpose of erecting, inspecting, connecting, disconnecting, reading, repairing, replacing or removing any or all of its apparatus

used in connection with the supply of water, and for said purpose the customer shall authorize the water department to enter said premises.

F. The Town shall not be held liable for any loss, cost, damage or expense to any person and/or property resulting from the use or presence of water from the service upon the customer's premises and resulting from negligence or misuse on the part of the customer.

G. The customer shall provide for safe keeping of the meter and equipment of the Town and shall not permit interference therewith except by authorized employees of the department or licensed plumbers with written permission of the water department. In the event of loss or damage to the property supplied by the Town, the customer shall pay to the Town the value of such property and/or the cost of repairs.

H. In case a meter fails to register the full amount of water consumed, or for any reason cannot be read during a quarter, the amount of the quarterly bill will be estimated by the water department, based upon the average quarterly use recorded during the previous four quarters.

I. The customer service from the Town shut off to the meter shall be a kind, type and size pipe approved by the water department.

J. There will be a charge for moving meters in the following cases:

1. Where a meter is moved at the request of the customer from one permanent location to another on the same premises.
2. Where a meter is taken out temporarily at the request of or for the convenience of the customer.

K. No intent for permission to re-meter or resell water by re-metering is given or implied to any person or persons.

L. The Town may turn off the water supply to any premises if a person:

1. Fails to pay any sum due the Town whether for installation, repair of damage, or water consumption.
2. Fails to provide access to the meter and accessory equipment at reasonable times to the water department.
3. Intentionally damages a water meter and/or accessory equipment.
4. Attempts to tamper with the equipment of the Town.
5. Fails to comply with any other section of these regulations.
6. Has a considerable leak between meter and curbstop.

M. Upon installation of a majority of residential water meters, the Town may begin assessing charges based on consumption to the user. Commercial, industrial and agricultural users will be charged according to consumption upon installation of the meter.

N. In the event that a request is made for a meter to be installed to separate water used outside of the home for watering of flowers, lawns, or gardens from being billed a sewer charge. This meter and backflow preventer will be permanently installed with an outside reader on the line or lines that supplies water only to the outside of the home for watering. This line or lines will be permanently

plumbed in before the meter that supplies water that is used in the home. This work will be done at the expense of the person making the request. The meter and backflow will be billed at the current rate. This meter will be charged as are all other meter's quarterly meter charges and consumption.

O. These regulations will be reviewed periodically and are subject to change after proper notification of the public.

P. Sprinkler System Flow Testing. No testing will be done without the approval of the Water Department Superintendent. Approval will only be granted for a short time after the water system's annual Spring or Fall flushing.

Q. Hydrant Flow Testing. No testing will be done without the approval of the Water Department Superintendent. Approval timeframe will be the same as P.

R. All customers that use water in excess of the amount stated on application or development agreement shall be charged at a rate of no less than \$150.00 per each 1,000 gallons of water use in excess of agreement.

S. Violations of any part of the Hinsdale Water Department Ordinance will result in fines up to \$500.00 per day as well as termination of service as authorized by law.

These regulations apply to existing users of the municipal water system in the Town of Hinsdale.

FEES, RATES, CONSTRUCTION COSTS AND OTHER CHARGES
MUNICIPAL WATER RATES

CONNECTION FEE: Residential \$2100.00 plus construction cost.
Commercial, Industrial \$3200.00 plus construction cost.

Flat rates assessed according to meter size-per quarter:

5/8"	Meter	\$35.97	Plus, Consumption
3/4"	Meter	\$40.93	Plus, Consumption
1"	Meter	\$56.33	Plus, Consumption
1 ½"	Meter	\$78.37	Plus, Consumption
2"	Meter	\$151.44	Plus, Consumption
3"	Meter	\$235.63	Plus, Consumption
4"	Meter	\$460.47	Plus, Consumption
6"	Meter	\$910.07	Plus, Consumption
8"	Meter	\$1823.32	Plus, Consumption

Consumption charge: \$5.18 per thousand gallons used.

Non-metered users: \$342.61 per quarter per unit.

Sprinkler systems:-\$143.88 per quarter.

These rates reviewed and adopted March 4, 2024

Rates applied to billing period April 2024 and subsequent future billing periods

The following regulations regarding new water connections were adopted by the Hinsdale Board of Selectmen. Applicant will be charged for all labor and material associated with the installation of the water connection at the following rates:

Construction Costs: Labor = Hourly rate + 50%
Backhoe = \$75.00 an hour.
Materials = Cost + 15%

Request for Meter Reading: Property Closing/Transfer \$30.00. Request for meter readings must be made a minimum of 24 hours in advance.

The charge to **repair** a damaged, frozen, or leaking water meter will be \$60.00 plus parts costs during normal working hours, Monday through Thursday 7:00 a.m. to 3:00 p.m.

To turn water off, there is a charge of \$25.00 or to turn water on \$25.00 during normal working hours.

All requested work after normal working hours will be charged a minimum of two hours at time-and-one-half of the on-call person's rate of pay plus 50%..

1005.0 BACKFLOW AND CROSS-CONNECTIONS REGULATIONS

1005.1 CROSS-CONNECTION CONTROL AUTHORITY

Under public law 93-523, the safe drinking water act of 1974, and NH RSA Chapter 148, Protection of Sources of Water, the water purveyor has the primary responsibility for preventing water from unapproved sources, or any other substances, from entering the public potable water system.

1005.2 CROSS-CONNECTION CONTROL-GENERAL POLICY

A. PURPOSE

1. The purpose of this regulation is to protect the public potable water supply of the area served by the Hinsdale Water Department from the possibility of contamination or pollution by isolating within its customers internal distribution system(s) or its customers private water system(s) such contaminants or pollutants which could backflow or back-siphon into the public water supply system; and
2. To promote the elimination or control of existing cross connections, actual or potential, between its customers in-plant potable water system(s) and non-potable systems, plumbing fixtures and industrial piping systems; and
3. To provide for the maintenance of a continuing program of cross-connection control which will systematically and effectively prevent the contamination or pollution of all potable water systems by cross-connection.

B. RESPONSIBILITY

The water superintendent shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow or back-siphonage of contaminants or pollutants through the water service connection. If, in the judgment of said water superintendent, an approved back-flow prevention device is required at the Town's water service connection to any customers premises, for the safety of the water system, the superintendent or his designated agent shall give notice in writing to said customer to install such an approved backflow prevention device at each service connection to his premises. The customer shall, within 30 days, install such approved device or devices at his own expense, and failure, refusal or inability on the part of the customer to install said device or devices within 30 days shall constitute a ground for discontinuing water service to the premises until such device or devices have been properly installed.

1005.3 DEFINITIONS

- A. **Water Superintendent:** The superintendent or his designated agent in charge of the water department of the Town of Hinsdale is invested with the authority and responsibility for the implementation of an effective cross-connection control program and for the enforcement of the provisions of this regulation.
- B. **Approved:** Accepted by the superintendent as meeting an applicable specification stated or cited in this regulation, or as suitable for the proposed use.
- C. **Auxiliary Water Supply:** Any water supply on or available to the premises other than the purveyors approved public potable water supply.

D. **Backflow:** The flow of water or other liquids, mixtures or substances under pressure into the distributing pipes of a potable water supply system from any source or sources other than its intended source.

E. **Back-Siphonage:** The flow of water or other liquids, mixtures or substances into the distributing pipes of a potable water supply system from any source other than its intended source caused by the sudden reduction of pressure in the potable water supply system.

F. **Backflow Preventer:** A device or means designed to prevent backflow or siphonage.

1. **Air Gap** - The unobstructed vertical distance through the free atmosphere between the lowest opening from any pipe or faucet supplying water to a tank, plumbing fixture, or other device and the flood rim of said vessel. An approved air-gap shall be as required by water department standards, but in no case shall it be less than twice the diameter of the pipe or faucet supplying water to the tank, plumbing fixture or other device.

2. **Reduced Pressure Principle Device** - An assembly of two independently operating approved check valves with an automatically operating differential relief valve between the two check valves, tightly closing shut-off valves on either side of the check valves, plus property located test cocks for the testing of the check and relief valves.

3. **Double Check Valve Assembly** - An assembly of two independently operating approved check valves with tightly closing shut-off valves on each side of the check valves, plus properly located test cocks for the testing of each check valve.

4. **Pressure Vacuum Breaker** - A device containing one or two independently operating loaded check valves and an independently operating loaded air inlet valve located on the discharge side of the check or checks.

G. **Contamination:** Means an impairment of the quality of the potable water by sewage, industrial fluids or waste liquids, compounds or other materials, to a degree which creates an actual hazard to the public health through poisoning or through the spread of disease.

H. **Cross-Connection:**

Any actual or potential physical connection or arrangement of piping or fixtures between two otherwise separate piping systems one of which contains potable water and the other non-potable water or industrial fluids of questionable safety, through which, or because of which, back-flow or back-siphonage may occur into the potable water system.

I. **Cross-Connections-Controlled:** A connection between a potable water system and a non-potable water system with an approved backflow prevention device properly installed that will continuously afford the protection commensurate with the degree of hazard.

J. **Cross-Connection Control by Containment:** The installation of any approved backflow prevention device at the water service connection to any customers premises, or the installation of an approved back-flow prevention device on the service line leading to and supplying a portion of a customer's water system where there are actual or potential cross-connections which cannot be effectively eliminated or controlled at the point of cross-connection.

K. **Hazard. Degree of:** The term is derived from an evaluation of the potential risk to public health and the adverse effect of the hazard upon the potable water system.

1. Hazard-health (high hazard) - Any connection, device, or practice in the water supply system and its operation which could create, or, in the judgment of the water superintendent, may create a danger to the health and well-being of the water consumer.

2. Hazard-plumbing (high hazard) - A plumbing type cross connection in a consumer's potable water system that has not been properly protected by a vacuum breaker, air-gap separation or backflow prevention device. Unprotected plumbing type cross-connections are considered to be a health hazard.

3. Hazard-pollution (low hazard) - An actual or potential threat to the physical properties of the water system or to the potability of the public or the consumer's potable water system but which would constitute a nuisance or be aesthetically objectionable or could cause damage to the system or its appurtenances, but would not be dangerous to health.

L. **Industrial Fluid Stem:** Any system containing a fluid or solution which may be chemically, biologically or otherwise contaminated or polluted in a form or concentration such as would constitute a health, pollution or plumbing hazard if introduced into an approved water supply.

M. **Pollution:** Means the presence of any foreign substance (organic, inorganic or biological) in water which tends to degrade its quality so as to constitute a hazard or impair the usefulness or quality of the water to a degree which does not create an actual hazard to the public health but which does adversely and unreasonably affect such waters for domestic use.

N. **Water-Potable:** Water from a source which has been approved by the NH Water Supply and Pollution Control Commission for human consumption.

O. **Water Non-Potable:** Water which is not safe for human consumption or which is of questionable quality.

P. **Water Service Connections:** The terminal end of a service connection from the public potable water system; i.e. where the water purveyor loses jurisdiction and sanitary control over the water at its point of delivery to the customer's water system. If a meter is installed at the end of the service connection, then the service connection shall mean the downstream end of the meter. Service connection shall also include water service connection from a fire hydrant and all other temporary or emergency water service connections from the public potable water system.

Q. **Water Used:** Any water supplied by a water purveyor from a public potable water system to a consumer's water system after it has passed through the point of delivery and is no longer under the sanitary control of the water purveyor.

1005.4 REQUIREMENTS

A. WATER SYSTEM

1. The water system shall be considered as made up of two parts: the utility system and the customer system.

2. Utility system. The utility system shall consist of the source facilities and the distribution system; and shall include all those facilities of the water system under the complete control of the utility, up to the point where the customer's system begins.

3. Source. The source shall include all components of the facilities utilized in the production, treatment, storage, and delivery of water to the distribution system.
4. Distribution system. The distribution system shall include the network of conduits used for the delivery of water from the source to the customer system.
5. Customer system. The customer system shall include those parts of the facilities beyond the termination of the utility distribution system which are utilized in conveying utility-delivered domestic water to points of use.

B. POLICY

1. Service connections. No water service connection to any premises shall be installed or maintained by the water department unless the water supply is protected as required by NH RSA Chapter 148 and this regulation. Service of water to any premises shall be discontinued by the water department if a backflow prevention device required by this regulation is not installed, tested and maintained, or if it is found that a backflow prevention device has been removed, by-passed, or if an unprotected cross-connection exists on the premises. Service will not be restored until such conditions or defects are corrected.
2. Inspection for cross-connection and termination of service. The customer system should be open for inspection at all reasonable times to authorized representatives of the water department to determine whether cross-connections or other structural or sanitary hazards, including violations of this regulation exist. When such a condition becomes known, the superintendent shall deny or immediately discontinue service to the premises by providing for a physical break in the service line until the customer has corrected the conditions in conformance with state statutes relating to plumbing and water supplies and the regulations adopted pursuant thereto. All expenses relating to the disconnection and re-connection shall be at the customer's expense.
3. Backflow preventers required. An approved backflow prevention device where required shall be installed on each service line to a customer's water system at or near the property line or immediately inside the building being served; but, in all cases, before the first branch line leading off the service line wherever the following conditions exist:
 - a. Auxiliary water supply. In the case of premises having an auxiliary water supply which is not or may not be of safe bacteriological or chemical quality and which is not acceptable as an additional source by the NH Water Supply and Pollution Control Commission, the public water system shall be protected against backflow from the premises by installing a backflow prevention device in the service line appropriate to the degree of hazard.
 - b. Actual or potential hazards. In the case of premises on which any industrial fluids or any other objectionable substance is handled in such a fashion as to create an actual or potential hazard to the public water system, the public water system shall be protected against backflow from the premises by installing a backflow prevention device in the service line appropriate to the degree of hazard.
 - c. Uncorrectable or intricate plumbing. In the case of premises having (1) internal cross-connection that cannot be permanently corrected and controlled, or (2) intricate plumbing and piping arrangements or where entry to all portions of the premises is not readily accessible for inspection purposes, making it impracticable or impossible to ascertain whether or not dangerous cross-connections exist, the public water system shall be protected against backflow from the premises by installing a backflow prevention device in the service line.

4. Degree of hazards. The type of protective device required under subsections 1005.4 B 3a, b and c shall depend upon the degree of hazard which exists as follows:

a. In the case of any premises where there is an auxiliary water supply as stated in subsection 1005.4 B 3a of this section; or

b. Where there is any material dangerous to health which is handled in a fashion as to create an actual or potential hazard to the public water system; or

c. Where there are "uncontrolled" cross-connections, either actual or potential, the public water system shall be protected by an approved air-gap separation or an approved reduced pressure principal backflow prevention device at the service connection.

d. In the case of any premises where there is water or substance that would be objectionable but not hazardous to the health, if introduced into the public water system, the public water system shall be protected by an approved double check valve assembly.

e. In the case of any premises where, because of security requirements or other prohibitions or restrictions it is impossible or impractical to make a complete in plant cross connection survey, the public water system shall be protected against back-flow or back-siphon from the premises by the installation of a back-flow prevention device in the service line. In this case, maximum protection will be required; that is, an approved air-gap separation or an approved reduced pressure principal backflow prevention device shall be installed in each service to the premises.

5. Approved backflow prevention device list. Any backflow prevention device required herein shall be of a model and size approved by the water superintendent. The term "approved backflow prevention device" shall mean a device that is on the "Approved List of Backflow Preventer" as revised by the NH Water Supply and Pollution Control Commission, or is on the University of Southern California approval list. Said approval lists have been adopted by the water superintendent.

6. Customer-user responsibility. It shall be the duty of the customer-user at any premise where backflow prevention devices are installed to have certified inspections and operational tests made at least twice per year as required under NH RSA 148-27. In those instances where the water superintendent deems the hazard to be great enough, he may require certified inspections at more frequent intervals. These inspections and tests shall be at the expense of the water user and shall be performed by water department personnel or by a certified tester approved by the water superintendent and approved by NHWSPCC. It shall be the duty of the water customer user to see that these timely tests are made. The water superintendent shall notify the customer-user in advance when the tests are to be undertaken so that he or his representatives may witness the test if so desired. These devices shall be repaired, overhauled or replaced at the expense of the customer-user whenever said devices are found to be defective. Tests and repairs shall be recorded on forms approved by the water superintendent, and copies distributed to the customer-user, and the water superintendent within five days of the actual test.

7. Existing backflow prevention devices. All presently installed backflow prevention devices which do not meet the requirements of this section but were approved devices for the purposes described herein at the time of installation and which have been properly maintained, shall, except for the inspection and maintenance requirements under subsection 1005.4 B 6 be excluded from the requirements of these rules so long as the water superintendent is assured that they will satisfactorily protect the utility system. Whenever the existing device is moved from the present location or requires more than minimum maintenance or when the superintendent finds that the maintenance constitutes a hazard to health, the unit shall be replaced by a backflow prevention device meeting all requirements of this section.

EXHIBIT A

**TO THE OWNER OF THIS PROPERTY BY
ORDER OF THE HINSDALE BOARD OF
SELECTMEN:**

**WATER SERVICE TO THIS PROPERTY WILL
BE
DISCONNECTED!!**

_____, 202____, FOR FAILURE TO PAY
THE OUTSTANDING WATER AND/OR SEWER CHARGES OR
COMPLYING WITH PAYMENT ARRANGEMENTS MADE WITH
THE COLLECTIONS CLERK. \$ _____

IF THE WATER IS TURNED OFF ADD \$50.00 TO THE ABOVE
TOTAL. AFTER NORMAL WORK HOURS THERE WILL BE AN
ADDITIONAL CHARGE OF TWO HOURS OVER TIME AT THE
RATE OF THE ON CALL PERSONNEL. ALL CHARGES MUST BE
PAID BEFORE THE WATER WILL BE TURNED BACK ON.

TO AVOID AN INTERRUPTION IN SERVICE YOU MUST
CONTACT THE WATER COLLECTIONS CLERK AT THE TOWN
HALL BEFORE THE AFOREMENTIONED DATE.

THE WATER COLLECTION CLERK'S HOURS ARE MONDAY
THROUGH THURSDAY 8AM-12PM AND 12:30PM TO 4:00PM. THE
PHONE NUMBER IS 336-5710 EXT. 21.

THE WATER DEPARTMENT WORK HOURS ARE MONDAY
THROUGH THURSDAY 7:00 AM TO 3:00 PM.

Jack White,
Water Superintendent

TO THE OWNER OF THIS PROPERTY:

WATER SERVICE TO THIS PROPERTY HAS BEEN DISCONNECTED AS OF TODAY, _____, 202__, FOR FAILURE TO CORRECT THE OUTSTANDING WATER DEPARTMENT ORDINANCE VIOLATIONS.

TO RESTORE SERVICE TO THIS RESIDENCE YOU MUST CORRECT ALL OUTSTANDING VIOLATIONS AND PAY A \$25.00 SERVICE CHARGE.

HINSDALE BOARD OF SELECTMEN

DATE:

ATTENTION RESIDENTS OF THIS

HOUSEHOLD, THE PROPERTY OWNER (YOUR LANDLORD) HAS NOT PAID THE WATER AND OR SEWER RENTS AND THE TOWN WILL BEGIN TERMINATING WATER SERVICE TO THIS RESIDENCE ON _____ 202___. TO AVOID AN INTERRUPTION IN SERVICE, YOU SHOULD CONTACT YOUR LANDLORD IMMEDIATELY (BOTH VERBALLY & IN WRITING) AND INFORM HIM/HER OF THIS SITUATION. IF HE/SHE DOES NOT PAY THE AMOUNT OWED TO THE TOWN INCLUDING PENALTIES, OR IF YOU HAVE ANY QUESTIONS OR CONCERNS, CONTACT THE SELECTMEN'S OFFICE AT 336-5710.

