

CHAPTER 5

SCHEDULE OF RATES, FEES, CHARGES, AND PENALTIES

Springfield Water and Sewer Commission

Rules and Regulations

For future use.



Springfield Water and Sewer Commission

Rules and Regulations

CHAPTER 5 SCHEDULE OF RATES, FEES, CHARGES, AND PENALTIES

Section 5.1 Rates

5.1.1 Water Rates

	Fiscal Year
Class of Customer	2021 2022
Residential (per 100 cu. ft.)	\$3.96 4.19
Commercial (per 100 cu. ft.)	\$3.96 4.19
Industrial (per 100 cu. ft.)	\$2.96 3.13
Municipal (per 100 cu. ft.)	\$2.96 3.13

5.1.2 Water Rates for All Bulk Water Haulers:

	Fiscal Year
	2021 2022
All Water (per 100 cu. Ft.)	\$4.93 5.22
Minimum Charge *	\$20.00
Annual Application/Permit Fee**	\$100.00

* For daily use of the Bulk Water Facility at 71 Colton Street, Springfield.

** For all water haulers beginning July 1, 2012.

5.1.3 Water Rates for Hydrant Users:

	Fiscal Year
	2021 2022
All Water (per 100 cu. Ft.)	\$7.91 8.38



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Section 5.2 Monthly Service Charges

	Fiscal Year
Customer Meter Size	2021 2022
1/2" & 5/8"	\$2.75
3/4"	\$2.94
1"	\$3.49
1-1/4"	\$4.21
1-1/2"	\$4.21
2"	\$6.24
3"	\$21.09
4"	\$26.59
6"	\$39.41
8"	\$54.09
10"	\$65.09
12"	\$92.59
Fire Service Pipe Size	
2"	\$3.66
4"	\$22.36
6"	\$64.54
8"	\$137.50
10"	\$247.14
12"	\$318.64
Combined Service Meter Size	
2"	\$9.90
4"	\$48.95
6"	\$103.95
8"	\$191.59
10"	\$312.22
12"	\$411.22
Wastewater Service Only	
	\$2.75
Effluent Meter	
	\$2.75



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Section 5.3 Water Drought Surcharge*:

Drought Condition	Water Surcharge per 100 cu. ft.	Sewer Surcharge per 100 cu. ft.
Phase I	\$0.25	\$0.25
Phase II	\$0.50	\$0.50

* Requires a vote of the Commission. Surcharge Rate would be charged to all Customers.

Section 5.4 Allowance Program Discounts:

Disabled Persons, Legally Blind, or Senior:	\$6.25 per month
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Section 5.5 Non-Beneficial Use Allowance

Water Charge per 100 cubic feet	\$1.00 1.06
Sewer Charge per 100 cubic feet	\$0.73 0.77

Section 5.6 Miscellaneous Water Fees and Charges

These Fees and Charges cover an average scope of work conditions and the resultant labor, materials, equipment, and / or hired services to complete the work. At the sole discretion of the Commission, work exceeding the average scope of work involving major repairs, restorations, and / or hired services may be billed on a time, material, equipment, and hired service basis.

5.6.1 New Water Main Installations / Extensions Charge:

6"	\$60.00 per foot
8"	\$65.00 per foot
12"	\$75.00 per foot
16"	\$85.00 per foot
24"	\$100.00 per foot



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5.6.2 Police Officers Charge:

1 Officer	½ day minimum \$250.00 per ½ day
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5.6.3 Front Footage Connections Charge reimbursement shall be based on year of install, to be determined by Engineering and Technical Services

5.6.4 Connection Charge:

Water Service Pipe Size	Connection Charge
1"	\$500.00
1-1/2"	\$1,500.00
2"	\$2,000.00
4"	\$4,000.00
6"	\$6,000.00
8"	\$8,000.00
10"	\$10,000.00
12"	\$12,000.00
Fire Service Pipe	\$1,000.00



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5.6.5 Discontinuance of Water Service Connection Charge:

	Type of Discontinuance		Evenings, Weekends, & Holidays Type of Discontinuance	
	Basic	Complete	Basic	Complete
Service Size*:				
¾-inch to 2-inch	\$500.00	\$1,500.00	\$750.00	\$2,250.00
Main Size**:				
up to 10-inch	\$1,000.00	\$2,500.00	\$1,500.00	\$3,750.00
12-inch	\$1,200.00	\$3,500.00	\$1,800.00	\$5,250.00
16-inch	\$1,200.00	\$4,500.00	\$1,800.00	\$6,750.00
18-inch to 20-inch	\$1,200.00	\$5,000.00	\$1,800.00	\$7,500.00
24-inch	\$1,200.00	\$6,000.00	\$1,800.00	\$9,000.00
30-inch	\$1,200.00	\$7,000.00	\$1,800.00	\$10,500.00
36-inch	\$1,200.00	\$8,000.00	\$1,800.00	\$12,000.00
42-inch & Greater***	T & M	T & M	T & M	T & M

* For water services made of copper, galvanized steel, lead

** For water services made of cast iron or ductile iron

*** T & M shall be billed on a time, material, equipment, and hired service basis

5.6.6 Flowable Fill and Concrete Charge:

Minimum Delivery:	3 cubic yards
Flowable Fill Charge:	\$150 per cubic yard

5.6.7 Flushing Device 1-inch Replacement Charge: \$350.00

5.6.8 Flushing Device 2-inch Replacement Charge: \$750.00

5.6.9 Hydrant Work:

Hydrant Repair Charge:	\$500.00
Hydrant Remove and Replace Charge:	\$1900.00
Hydrant Relocation Charge:	\$1000.00 plus \$36.00 per foot



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5.6.10 Hydrant Meter Rental Charges Less Than 2”:

Term	Deposit	Rate
Daily	\$500.00	\$20.00 per day plus consumption
Monthly	\$500.00	\$300.00 per month plus consumption

5.6.11 Hydrant Meter Rental Charges 2” and Larger:

Term	Deposit	Rate
Daily	\$1500.00	\$40.00 per day plus consumption
Monthly	\$1500.00	\$600.00 per month plus consumption

5.6.12 Hydrant Meter Sale:

3-inch to 4-inch Hydrant Meter & Backflow Prevention Device	\$2000.00
Annual Inspection	\$150.00 per year

5.6.13 Paving Charge:

Up to 3” thick	\$10.00 per square foot
3” to 6” thick	\$20.00 per square foot

5.6.14 Rock Excavation, Frost Excavation, and Concrete Removal Charge: at cost

5.6.15 Tapping Main Charge:

	¾” – 2”	4” – 6”	8” – 12”
Basic:	\$310.00	\$500.00	\$500.00
Complete:	\$560.00	\$1700.00	\$2500.00



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5.6.16 Water and Fire Service Pipe Minimum Installation Charges:

Replacement service	\$500.00
New service up to and including 2" line:	\$500.00
New service 4" line and 6":	\$1700.00
New Service 8" and larger	\$2,500.00

5.6.17 Water Service Pipe Installation Charges:

Water Service Pipe Size	Cost per Foot
3/4"	\$35.00
1"	\$35.00
1-1/4"	\$45.00
1-1/2"	\$45.00
2"	\$50.00
4"	\$55.00
6"	\$60.00
8"	\$65.00
10"	\$70.00
12"	\$75.00

5.6.18 Fire Service Pipe Installation Charges:

Fire Service Pipe Size	Cost per Foot
4"	\$55.00
6"	\$60.00
8"	\$65.00
10"	\$70.00
12"	\$75.00

5.6.19 Meter Testing:

Under M.G.L. Ch.40, S.39 I: (regular hours only):	Per Statute
All other Meter Testing (regular hours only):	\$115.00
Home Owners 62 years and older (regular hours only):	\$25.00



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Regular Hours
Monday – Friday
7 AM to 8 PM

Evenings,
Weekends,
and Holidays

5.6.20 Frozen Service Charges:

Service Frozen underground, in cellar, or pit, no materials required, no Meter replaced, crew to thaw service only, and during all hours:	\$250.00	\$375.00
	For each Additional Occurrence	
	\$250.00	\$375.00

5.6.21 Frozen Meter Replacement Charge (in addition to Frozen Service Charge and during all hours):

½” to 5/8” Meter:	\$290.00	\$290.00
1” Meter:	\$495.00	\$495.00

5.6.22 Meter Valve Replacement Charge:

¾” to 1”:	\$120.00	\$180.00
With Repair Work, ¾” to 1”:	\$210.00	\$315.00
1-1/4” to 2”:	\$240.00	\$360.00
With Repair Work, 1-1/4” to 2”:	\$340.00	\$510.00



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Evenings,
Weekends,
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5.6.23 Meter Replacement or Auxiliary Meter Installation & Removal Charge:

½” to 5/8” Meter:	\$290.00	\$435.00
½” to 5/8” meter with repair work:	\$340.00	\$485.00
1” Meter:	\$495.00	\$740.00
1” meter with repair work:	\$545.00	\$790.00
1-1/2” Meter:	\$800.00	\$1200.00
1-1/2” meter with repair:	at cost	at cost plus time and a half
2” Meter:	\$1200.00	\$1800.00
2” meter with repair work:	at cost	at cost plus time and a half
Greater than 2”	at cost	at cost plus time and a half
Repair Work with Iron Pipe*	at cost	at cost plus time and a half
Replacement Antenna (any size)	\$85.00	\$130.00
Damaged Transponder Replacement (any size)	\$135.00	\$200.00
Damaged Meter Register Replacement (any size the lesser of either the Meter Replacement Charge or Register Replacement Charge):	\$340.00	\$510.00

* In Addition to Meter Cost and includes work with Iron Pipe

5.6.24 Shut-off and Turn-on Charges:

¾” to 2” Shut off:	\$75.00	\$150.00
¾” to 2” Turn-on:	\$75.00	\$150.00
4” & greater Shut off:	\$150.00	\$225.00
4” & greater Turn-on:	\$150.00	\$225.00



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Evenings,
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5.6.25 Service Line Repair Charges:

¾” to 1” half day (up to 4-hours)	\$800.00	\$1200.00
1-¼” to 2” half day (up to 4-hours)	\$925.00	\$1387.50
¾” to 1” full day (4-hours to 8-hours)	\$1250.00	\$1875.00
1-¼” to 2” full day (4-hours to 8-hours)	\$1375.00	\$2062.50
Greater than 2”	at cost	at cost plus time and a half

5.6.26 Water / Sewer Pipe Inspection Charges:

Per inspection or site visit	\$175.00	\$350.00
Multi-day Inspection	\$400.00 per day per Inspector	
Consultant and Legal Review and Inspection:	\$150.00 per hour	

5.6.27 Backflow Prevention Device Test Charges:

Backflow Prevention Device Test	\$100.00 per device per inspection
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5.6.28 Minimum Appointment Charges:

Per Appointment	\$75.00	\$150.00
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5.6.29 Fire Flow Test Fee:

Deposit:	\$100.00	
Fire Flow Test:	\$200.00	\$400.00

5.6.30 As-Built Plan Deposit:

Subdivision or water or sewer main extension:	\$5000.00
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Springfield Water and Sewer Commission

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Section 5.7 Sewer Rates

	Fiscal Year
Type of Customer	<u>2021</u> 2022
Residential (per 100 cu. ft.)	\$6.25 <u>6.62</u>
Institutional (per 100 cu. ft.)	\$6.25 <u>6.62</u>
Municipal (per 100 cu. ft.)	\$6.25 <u>6.62</u>
Commercial (per 100 cu. ft.)	\$6.88 <u>7.289</u>
Medical facility (per 100 cu. ft.)	\$6.88 <u>7.289</u>
Industry - Dry (per 100 cu. ft.)	\$7.50 <u>7.94</u>
Industry - Wet (per 100 cu. ft.)	\$7.50 <u>7.94</u>
FSE (per 100 cu. ft.)	\$8.13 <u>8.61</u>

Section 5.8 Average Monthly Wastewater Discharge Amount (in 100 cu. ft.):

Single Family Premise:	10
Two Family Premise:	18
Three Family or more Premise:	24

Section 5.9 Septage Disposal Rates for All Septage Haulers:

	Fiscal Year
Type of Disposal	<u>2021</u> 2022
All Septage (per gallon)	\$0.11
Leachate *	----
Annual Permit Fee	\$100.00

* Acceptance of Leachate shall be determined on an individual basis by the Commission's Operations Director. The Disposal Rate shall be determined based on strength.



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Section 5.10 Non-residential surcharges at the SRWTF where applicable:

	Fiscal Year
Type of Disposal	<u>2021</u> 2022
Chlorine (per pound)	\$0.200 <u>.21</u>
Total Suspended Solids (per pound)	\$0.340 <u>.36</u>
Biochemical Oxygen Demand (BOD5) (per pound)	\$0.480 <u>.51</u>
Fats, Oils, and Greases (per pound)	\$0.480 <u>.51</u>

Section 5.11 Miscellaneous Sewer Fees and Charges

Regular Hours Monday – Friday <u>7 AM to 3 PM</u>	Evenings, Weekends, and <u>Holidays</u>
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5.11.1 Sewer Cleaning (per cleaning - Residential Property up to 2 family):

Up to 60 feet:	\$85.00	\$150.00
After first 60 feet to sewer main:	\$120.00	\$220.00

5.11.2 Sewer Cleaning (per cleaning – Residential Property 3 family and greater):

First 60 feet:	\$250.00	\$375.00
After first 60 feet to sewer main:	\$320.00	\$480.00

5.11.3 Sewer Cleaning (per cleaning – Commercial Property):

First 60 feet:	\$250.00	\$375.00
After first 60 feet to sewer main:	\$320.00	\$480.00

5.11.4 Building Sewer Connection New or Replacement Charge:

Minimum Charge:	\$750.00
Installation Charge:	\$50.00 per lineal foot



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Regular Hours
Monday – Friday
7:00 AM to 3:30 PM

Evenings,
Weekends,
and Holidays

5.11.5 Building Sewer Connection Repair Charge (Residential Property):

Half day	\$800.00	\$1200.00
Full day	\$1250.00	\$1875.00

5.11.6 Building Sewer Connection Repair Charge (Commercial, Industrial Property, or three family residential and greater):

Half day	\$1000.00	\$1500.00
Full day	\$1450.00	\$2175.00

5.11.7 Video Inspection (regular hours only):

Residential	\$150.00
Commercial, Industrial, or three family residential and greater	\$250.00

Section 5.12 Industrial Pretreatment Program

Permit Fees – The Executive Director shall establish annual permit fees, calculated retroactively after the close of the fiscal year, to be paid by Industrial Users in the amounts necessary to recover operating costs incurred for implementation of the Industrial Pretreatment Program. The Commission may set different levels of permit fees for various classes of Industrial Users and may adjust such fees on an annual basis to ensure that the industrial pretreatment costs are fully recovered.



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Section 5.13 Copies of Commission Documents

5.13.1 Copy of Commission Rules and Regulations: \$20.00

5.13.2 Copy of Commission Guidelines and Policies & Material Specifications: \$25.00

5.13.3 Copy of Commission Material Specifications: \$20.00

Section 5.14 Application Fees:

5.14.1 Commission Approved Contractor - Application Fee: \$250.00

5.14.2 Commission Approved Contractor - Renewal Fee: \$100.00

5.14.3 New Water and / or Sewer Main Extension Application Fee:

Main Extension covers up to 4 building lots:	\$500.00
Main Extension covers more than 4 building lots:	\$1000.00
Subdivision up to 40 Building Lots ****	\$2500.00
Subdivision greater than 40 Building Lots ****	\$5000.00

**** Application Fee is inclusive of Single and Multi-Family Residences for both water and sewer Application Fees.

5.14.4 New Water and Fire Service Pipe Application Fee:

Single Family Residence	\$50.00
Multi-Family Residence (2 to 4 units)	\$75.00
Commercial up to 3 inch (includes residential 5 units & greater	\$100.00
Commercial 4 inch to 6 inch	\$500.00
Commercial 8 inch and greater	\$1000.00
Commercial 4-inch and greater – Existing Service Modification	\$250.00



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5.14.5 New Building Sewer Application Fee:

Single Family Residence	\$50.00
Multi-Family Residence (2 to 4 units)	\$75.00
Municipal	\$75.00
Institutional	\$75.00
Commercial (includes residential 5 units & greater)	\$100.00
Medical Facility	\$500.00
Industry-Dry	\$500.00
Industry-Wet	\$1000.00
Food Service Establishment (FSE) – New Service	\$500.00
FSE – Existing Service Modification	\$50.00
Non-Residential Existing Service Modification (1 to 3 units)	\$50.00
Non-Residential Existing Service Modification (4 units & greater)	\$250.00

5.14.6 Hydrant Permit Application Fee: \$50.00

5.14.7 Temporary Discharge Application Fee: \$150.00

5.14.8 Review Crossing Commission Property:

1. Crossing Commission Owned Property with or without a main and over said main less than 18” deep	\$1,500.00
2. Crossing Commission Owned Property with a main and over said main greater than 18” deep	\$5,000.00
3. Crossing Commission Owned Property with a main and under said main	\$10,000.00



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Section 5.15 Penalties

1. Any Person found to be in violation of any provision of CHAPTER 1 of Sewers and Wastewater Treatment or CHAPTER 3 of, Water Supply, Treatment, and Distribution of the Commission's Rules and Regulations shall be penalized up to one thousand dollars (\$1,000) per violation per day or in accordance with penalties set forth in this Section and in addition shall be liable for any expense, loss, fine assessed, or damage occasioned the Commission by reason of such violation.
2. Lawn Watering during a Mandated No Lawn Watering Ban:
 - (a) 1st offense: Written Warning
 - (b) 2nd offense: \$100.00
 - (c) 3rd offense: \$500.00
 - (d) 4th or more offenses: Shut off of service.
3. Shut-off for Non-Payment:
 - (a) Final Notice and Demand Administration Fee \$45.00
 - (b) Shut-off for Non-Payment Fee \$100.00
 - (c) Turn-On Fee \$75.00
4. Late Payment Fee 12% annually applied daily assessed on amounts unpaid after 30-days
5. Commission Approved Contractor Violations:
 - (a) First Offense – 90 days to 1 year suspension from performing work on Commission Water and/or Sewer Facilities plus any applicable fines or costs incurred.
 - (b) Second Offense – 1 year to 3 years suspension from performing work on Commission Water and/or Sewer Facilities plus any applicable fines or costs incurred.
 - (c) Third Offense - Permanently suspended from performing work on Commission Water and/or Sewer Facilities plus any applicable fines or costs incurred.



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6. Meter Tamper Violations:

- (a) ~~If any tampering occurs with Meters or Auxiliary Meters or plumbing that affects Meters or Auxiliary Meters, the damage is the responsibility of the Owner of the Premises and shall be punished by a fine of triple the amount of damages sustained thereby or \$1000.00, whichever is greater. Damages shall include the value of water used and the cost of labor and equipment to repair and replace. If any Person or the Owner of the Premises is found to be tampering with Meters or Auxiliary Meters or plumbing that effects the Meter or Auxiliary Meter shall be punished by a fine of triple the amount of damages sustained thereby or \$1000.00, whichever is greater. Damages shall include the value of water used and the cost of labor and equipment to repair and replacement.~~
- (b) The Commission reserves the right to proceed pursuant to M.G.L. ch. 165 § 11, as may be amended, for civil and criminal remedies as provided under statute.
- (c) In addition to (a) and (b) above, the Commission shall remove the Auxiliary Meter and the Owner shall be charged in accordance with Section 5.6.23 of these Rules and Regulations. The Owner will not be allowed to have an Auxiliary Meter installed at the Property of the tampering.

7. Non-Sufficient Funds (NSF) Checks Fee:

- (a) A fee of \$25.00 shall be charged to Customers who present a NSF check to pay their outstanding utilities bill. The fee covers the cost to the Customers Service Department of collecting the outstanding debt.

8. Penalties for Non-compliance with Septage Disposal Rules

- (a) In addition to paragraph 1 above, failure by the Septage hauler to record the volume of Septage delivered, the Septage hauler shall be charged for the registered volume of the delivery truck as determined by the Commission.
- (b) Violation of Section 1.4.25, by the Septage hauler to wash down Septage discharge area may result in suspension of access privileges and additional charges and penalties in accordance with paragraph 1 above.
- (c) Suspension of access privileges will be at the discretion of the Executive Director.

9. Other Administrative Penalties

- (a) Administrative Posting Penalty \$45.00



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Section 5.16 Required Bonds

5.16.1 Water Main Extension Bonds:

Water Main Pipe Size	Cost per Foot
6"	\$40.00
8"	\$40.00
10"	\$45.00
12"	\$50.00
16"	\$60.00
24"	\$70.00

5.16.2 Sewer Main Extension Bonds:

Sewer Pipe Size	Cost per Foot
8" & less	\$80.00
10"	\$90.00
12"	\$100.00
16"	\$120.00
24"	\$140.00



Springfield Water and Sewer Commission

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CHAPTER 6

DEFINITIONS



Springfield Water and Sewer Commission
Rules and Regulations

For future use.



Springfield Water and Sewer Commission

Rules and Regulations

CHAPTER 6 DEFINITIONS

Section 6.1 Definitions

Unless the context specifically indicates otherwise, the meaning of the terms used in these Rules and Regulations shall be as follows:

1. 25% Rule means Twenty-five Percent Rule and is a measure of when maintenance of GRD shall be scheduled. The combined FOG and solids accumulation in the top and bottom of the does not exceed 25% of the design hydraulic depth of the GRD. This is to ensure that the minimum hydraulic retention time and required available hydraulic volume is maintained to effectively intercept and retain FOG from being discharged to the sewer system. Regular inspections of GRD are required to be performed by the FSE Owner to determine if the 25% Rule has been exceeded and cleanout of the GRD is required.
2. Abutter means one who holds titles to real property within the limits of a Sewer Improvement Area and his/her successors in title.
3. Additional Meter shall mean a Meter for the purpose of determining sub-divisions of supply through Master Meters and are owned and maintained by the Owner.
4. Allowance Program Discounts shall mean the discounts given to its Customers who have applied for the discounts and meet the following qualifications:
 - (a) Disabled Persons shall mean Customers who are Owners of a single family house, which is the Owner's primary residence, the disability keeps the person from work all twelve (12) months of the year, a letter from their physician has been attached to the application that clearly states the individual's disability and is unable to work. For Disabled Veterans the disability must be 80% and must be military service related.
 - (b) Legally Blind shall mean Customers who are Owners of a single family house, which is the Owner's primary residence, and a Copy of a Legally Blind Certificate has been attached to the application.
 - (c) Senior shall mean Customers who are Owners of a single family house, which is the Owner's primary residence, must occupy the Premise a majority of the year, and must be 68 years old or older. Seniors shall reapply every 3-years.
5. Appeals Officer means a person whom the Commission has designated to hear cases relating to disputes of charges, billing, services rendered, and Shut-off and/or Discontinuance of service.



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6. Applicant shall mean any Owner or duly authorized Owner's agent applying for any services provided by the Commission.
7. Application Fee shall mean the fee charged to apply for any services provided by the Commission, in accordance with these Rules and Regulations. A single Application Fee will be charged for both a water and a sewer main extension provided they are applied for at the same time. New Water Service Pipes, Fire Service Pipes, and Building Sewer Connections Application Fees shall be separate and in addition to any main extensions.
8. Application Fee to Review Crossing Commission Property shall mean the fee charged to review plans, specifications, and easements and inspect the crossing of Commission owned property.
9. As-Built Plan Deposit shall mean the Deposit charged for as-built plans. The Commission will return the Deposit upon receipt of completed as-built plans. The as-built plans shall be provided to the Commission within 120 days after the final acceptance of a water and/or sewer main installation and /or a water and or sewer service installation.
10. Automatic Meter Reading Device (AMR) shall mean a device(s) used for reading a Water Meter without having to enter a Premise.
11. Automatic Self-Cleaning Grease Trap means a small GRD with automatic grease removal, heating element, skimming device, and external grease receptacle which **is** typically located inside and above ground. Daily, weekly, and monthly maintenance is required.
12. Auxiliary Meter shall mean a Meter for the purpose of determining water use for underground lawn sprinklers or other approved process use and are owned and maintained by the Commission. Auxiliary Meters in Ludlow shall be owned and maintained by the Owner and are subject to Commission inspection in accordance with Section 3.5.2 of these Rules and Regulations.
13. Average Daily Flow means the total volume of sewage in gallons measured at a metering station or other point during a continuous period of three hundred sixty-five (365) days divided by three hundred sixty-five (365).
14. Average Monthly Wastewater Discharge Amount shall mean the average amount of Wastewater discharged into the Commission Wastewater Works.
15. Backflow Prevention Device (BFP) shall mean an approved mechanical device designed to prevent Backflow.



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16. Backflow Prevention Device Test Charge shall mean the cost charged to test any approved Backflow Prevention Device(s) at an Owner's Premise, in accordance with Chapter 5 of these Rules and Regulations. A final invoice shall be sent to the Owner/Customer that includes the actual number of devices tested, results of tests and/or days tests were conducted.
17. Backflow shall mean the flow of water or other fluids, mixtures or substances into the distribution pipes of a potable supply of water from any source or sources other than its intended source.
18. Best Management Practices or BMPs means schedules of activities, prohibitions of practices, maintenance procedures, and other management practices to implement the prohibitions listed in Section 1.4.2. BMPs include treatment requirements, operating procedures, and practices to control plant site runoff, spillage or leaks, sludge or waste disposal, or drainage from raw materials storage.
19. Bill means a written statement issued by the Commission to a Customer, in which is set forth the actual or estimated amount of water consumed through the period stated on the Bill, all Charges due for Water and Sewer Service during such period, and any such additional information as may be required under these Rules and Regulations.
20. Biochemical Oxygen Demand (BOD₅) shall mean the quantity of dissolved oxygen, expressed in milligrams per liter (mg/l), used in the biochemical oxidation of Wastewater in five (5) days at twenty degrees (20°) Centigrade (sixty-eight degrees (68°) Fahrenheit) under standard laboratory procedures prescribed in the *Standard Methods for the Examination of Water and Wastewater*.
21. Brown Grease means waste grease removed from GRDs.
22. Building Drain means that part of the lowest horizontal piping of a drainage system which receives the discharge from soil, waste, and/or other stacks inside the building and terminates ten (10) feet outside the inner face of the building wall. The Owner owns and shall operate and maintain the Building Drain from the building to the Building Sewer.
23. Building Sewer Cleaning Charges shall mean the cost charged to clean a Building Sewer pipe or Private Sewer, for each cleaning. The following items are not included in this charge: permits, police traffic control, flowable fill, rock excavation, frost excavation, and concrete removal and hauling in suitable fill.
24. Building Sewer Connection New or Replacement Minimum Charge shall mean the minimum cost charged for a new or replacement Building Sewer. No portion of this charge is refundable. This charge shall be paid when application is submitted.



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25. Building Sewer Connection Repair Charge shall mean the cost charged to repair a Building Sewer. The following items are not included in this charge: permits, paving, police, traffic control, flowable fill, rock excavation, frost excavation, and concrete removal and hauling in suitable fill.
26. Building Sewer means sanitary sewer and that part of the horizontal piping, which begins ten (10) feet outside the inner face of the building wall and extends to a Public Sewer, Private Sewer or other place of Wastewater disposal. The Owner owns and shall operate and maintain the Building Sewer from the Building Drain to the main.
27. Building shall mean any roofed and walled structure.
28. Bulk Water Hauler shall mean a classification of Water Users that are engaged in providing water from a tank and/or water carrier. Bulk Water Haulers shall purchase and fill tanks and/or water carriers at the Commission's Bulk Water Facility at 71 Colton Street, Springfield. Water shall be sold to Bulk Water Haulers at the Bulk Water Hauler Rate as set forth in CHAPTER 5 of these Rules and Regulations and shall be subject to a per day minimum charge. An Annual Application/Permit Fee shall be charged to all Bulk Water Haulers.
29. Bypass means the intentional diversion of waste streams from any portion of an Industrial Users Pretreatment facility.
30. Categorical Industrial User shall refer to industrial Users subjected to EPA categorical pretreatment standards.
31. Categorical Pretreatment Standards means pollution discharge limitations for specific Industrial Users categories promulgated under federal law by the U.S. Environmental Protection Agency.
32. CCTV Inspection means closed circuit television inspection.
33. Charges means all fees, rates, rents, assessments, or liens for water, sewer, drainage or other services, facilities and commodities which are furnished or supplied by the Commission and for which it is authorized under MGL 40-N to assess.
34. Chemical Oxygen Demand (COD) means the measure of the oxygen-consuming capacity of inorganic and organic matter present in water or Wastewater. It is expressed as the amount of oxygen consumed from a chemical oxidant in a specific test. It does not differentiate between stable and unstable organic matter and thus does not necessarily correlate with Biochemical Oxygen Demand.



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35. Chlorine Demand means the amount in milligrams per liter of chlorine required to be added to water, Wastewater, or other liquids to achieve a combined chlorine residual after fifteen (15) minutes contact, of one (1) milligram per liter (mg/l).
36. City shall mean the City of Springfield, Massachusetts.
37. Combined Service shall mean a service pipe that is used to provide both Water Service and private fire protection service.
38. Combined Sewer means a Sewer receiving and conveying both sanitary Wastewater and surface runoff from storms.
39. Commercial shall mean a classification of Water Users and/or Wastewater Users that are engaged in providing products or services, whether to the general public or to its members, which includes all retail and wholesale establishments, businesses, and offices, including but not limited to office buildings, retail and wholesale outlets, service agencies, agents, brokers, professional offices, stores, cafes, theaters, bakeries, bus terminals, warehouses, store-houses, hotels, motels, restaurants, rooming-houses, trailer parks, funeral parlors, garages, farming, gas stations, newspapers, churches, private or Charter schools and colleges, Medical Facilities, libraries, museums, cemeteries, not-for-profits, homes for aged and children, State buildings, State facilities, builder's use- metered and un-metered, water tankers. Property, which contains both Residential and Commercial Water Users, shall be classified as Commercial.
40. Commission Approved Contractor Application Fee shall mean the fee charged to review the qualifications and experience of the Persons seeking to become Commission Approved Contractors. The Fee is non-refundable. This Fee is for review of the Application Form and for the term of the approval period. The approval period shall be for a term of three (3) years. Each approval period shall begin immediately after the previous approval period ends. Applications and Fees can be submitted any time before or during the approval period but shall be for the existing approval period and must be resubmitted for each approval period.
41. Commission Approved Contractor Application Renewal Fee shall mean the fee charged to review the qualifications and experience of the Persons seeking to renew their Commission Approved Contractors status at the end of the previous approval period. All other provision of the approval process shall remain the same.
42. Commission Approved Contractor shall mean any Contractor approved by the Executive Director in accordance with the Commission's Guidelines and Policies to provide a construction service for an Owner. All approved contractors shall have appropriate bonding, insurance, and experience with references to perform work



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on the Commission's water distribution system, sewer collection system, and water and/or sewer services on behalf of the Owner.

43. Commission means the Springfield Water and Sewer Commission, an independent body politic and corporate and political subdivision of the Commonwealth of Massachusetts created under MGL 40-N as adopted by the City of Springfield on March 28, 1996, the powers of which are exercised by a board of three members appointed in accordance with the MGL 40-N, and includes without limitation all its departments, divisions and Sections or pertaining or belonging to said Commission.
44. Commissioners refers to a board of three appointed members who shall govern the Commission as set forth in MGL 40-N.
45. Connection Charge shall mean the one time cost charged to Customers for connecting to an existing water main or a new water main, in accordance with these Rules and Regulations.
46. Consultant and Legal Review and Inspection shall mean the cost charged to hire a consultant or legal counsel to review plans and specifications and /or inspect the installation or repair of a Commission Water Facilities or sewer on a per hour basis.
47. Consumption shall mean the amount of water used, as measured by a Meter or as estimated by the Commission in accordance with these Rules and Regulations.
48. Copies of Commission Documents shall mean the cost charged to Persons for copies of the Commission's Rules and Regulations, the Commission's Guidelines and Policies with Material Specifications, and Material Specifications. Contractors shall receive one (1) copy of the Commission's Guidelines and Policies with Material Specifications upon becoming a Commission Approved Contractor, additional copies shall be charged for in accordance with these Rules and Regulations.
49. Cross Connection shall mean any actual or potential connection between a distribution pipe of potable water supplied by the Public Water System and any waste pipe, soil pipe, sewer, drain or any other unapproved source. Without limiting the generality of the foregoing, the term "cross connection" shall also include any bypass arrangement, jumper connection, removal portion, swivel or changeover connection and any other temporary or permanent connection through which Backflow can or may occur.
50. Customer means a Person or entity listed on the records of the Commission as the party of record responsible for payment of Bills for Charges for water and Sewer services to the Premise/Property.



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51. Customer Water Service shall be defined as the entire water service excluding any corporation stop and/or valves directly associated with the water main. The Customer will be assessed for any repairs, replacements, or other services rendered to the Customer Water Service.
52. Decorative Fountain shall mean an indoor or outdoor fountain that is designed and constructed for aesthetic purposes and is not intended for human contact, recreation or for providing drinking water.
53. Delinquent after date shall be defined as a date at least 30 days after the date of issuance of a bill
54. Developed Property means Property that generates wastewater.
55. Discontinuance of Water Service Connection Charge (Basic) shall mean the cost charged for Discontinuing an existing Water Service by removing the Water Service Connection. The cost for ¾-inch to 2-inch Water Services shall be based on the service pipe diameter. The cost for Water Services greater than 2-inches shall be based on the size of the water main it is connected to. The Commission shall provide labor and equipment to discontinue the Water Service Connection. The following items are not included in this charge and are provided by the Applicant: permits, paving, location work, excavation, backfill, and compaction, police, traffic control, couplings, plugs, material, pipe installation, appurtenances, flowable fill, rock excavation, frost excavation, concrete removal, and hauling in suitable fill. This charge shall be paid when application is submitted.
56. Discontinuance of Water Service Connection Charge (Complete) shall mean the cost charged for Discontinuing an existing Water Service Connection by removing the Water Service Connection. The cost for ¾-inch to 2-inch Water Services shall be based on the service pipe diameter. The cost for Water Services greater than 2-inches shall be based on the size of the water main it is connected to. The Commission shall provide labor and equipment to discontinue the Water Service. The Commission provides excavation, materials, installation, and backfill. The following items are not included in this charge: permits, paving, flowable fill, rock excavation, frost excavation, police, traffic control, concrete removal, and hauling in suitable fill. This charge shall be paid when application is submitted. The Commission at its discretion may provide this work.
57. Discontinuance / Discontinue shall mean a permanent cessation of Water Service or Building Sewer at the Premise in accordance with these Rules and Regulations.
58. Domestic Wastewater means the liquid Wastes and liquid borne Wastes discharged from the sanitary conveniences such as toilets, washrooms, urinals, sinks, showers,



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drinking fountains, laundry rooms, kitchens, cafeterias and floor drains essentially free of industrial Wastes or toxic materials.

59. Drain For the meaning of “Drain,” see “Storm Drain.”
60. Dry Industry shall mean a classification of Wastewater Users which includes all industries which do not use water for processes, do not use large volumes of water for cleaning, or for which total annual wastewater production is less than one hundred thousand (100,000) cubic feet.
61. Dry Weather Overflow (DWO) is any discharge at a National Pollutant Discharge Elimination System (NPDES) permitted Combined Sewer Overflow (CSO) at any time except if caused by a rain event.
62. Easement shall mean an acquired legal right for the specific use of land owned and maintained by others, whether recorded or by prescription.
63. Effluent Meter shall mean an instrument or device, including any appurtenances thereto, for measuring the flow of Wastewater after an approved evaporative process. The Effluent Meter is owned and maintained by the Customer.
64. EPA means United States Environmental Protection Agency.
65. Evenings, Weekends, and Holidays shall mean all hours outside of the regular hours as specified for that service. Evening, Weekend, and Holiday work is performed at the Commission’s discretion.
66. Excessive means amounts of concentration of a constituent of a Wastewater which in the judgment of the Commission:
 - (a) Will cause damage to any facility,
 - (b) Will be harmful to a Wastewater treatment process,
 - (c) Cannot be removed in the treatment works to the degree required in the limiting stream classification standards of the Connecticut River and/or its tributaries,
 - (d) Can otherwise endanger life or property, or
 - (e) Can constitute a nuisance.
67. Executive Director means the Executive Director of the Commission or his/her authorized representatives.
68. Existing Source means any building, structure, facility or installation from which there is or may be a discharge of Pollutants, the construction or operation of which



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commenced prior to the publication of proposed Pretreatment Standards under Section 307 (c) of the Clean Water Act.

69. Extension Charge shall mean the amount charged an Owner to extend a new Public Water Main based on main size, distance to cover lot, and paving if applicable as set forth in CHAPTER 5 of these Rules and Regulations. It shall also be the amount used for bonding when an Owner is to install the Public Water Main.
70. Facilities include structures, conduits, pumping stations, treatment and disposal works, and other appurtenances for the purpose of collecting, treating and disposal of domestic and/or Industrial Wastewater.
71. Final Notice and Demand is a document informing the Customer that the Customer Water Service has been scheduled for Shut-off and/or Discontinuance after fifteen (15) days from the date of issue.
72. Financial Hardship Form refers to the form as set forth in Section 4.2.1, Paragraph 10 of these Rules and Regulations.
73. Fire Department Permit to shut off sprinkler system shall mean the completed permit approved by the Fire Department and submitted to the Commission by the Owner or by the Owner's agent prior to demolition of any building having water or fire suppression system connections to the Commission's water system.
74. Fire Flow Test Fee shall mean the fee charged for an approved engineer to perform a fire flow test, in accordance with Section 3.2.11 of these Rules and Regulations. A deposit is required at the time of application and will be returned when the fire flow test results are submitted to the Commission. The fee does not include equipment to perform the fire flow test.
75. Fire Flow Test shall mean the measurement of flow from a hydrant performed by the Commission or approved engineer in accordance with generally accepted engineering practices and in accordance with the Commission's Guidelines and Policies.
76. Fire Service Pipe shall mean the private water piping and associated valves, control valves, and Appurtenances installed solely to furnish water for extinguishing fires that extend from a Water Service Connection into a Premise. The Customer owns the Fire Service Pipe.
77. Fiscal Year shall mean the annual period from July 1 through June 30 of the following year.



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78. Flowable Fill and Concrete Charge shall mean the cost charged to install flowable fill and concrete based on the cubic yard charge of these Rules and Regulations. A minimum delivery is required for each site.
79. Flushing Device Rental shall mean the deposit and rental charged to rent a Flushing Device as specified by the Flushing Device Detail (W-10) of the Commission's Guidelines and Policies. A deposit is required at the time of application and will be returned when the Flushing Device is returned to the Commission in good working order. The rental does not include Consumption, or any repairs or damage caused to the corporation, water main, or Flushing Device from improper use of the Flushing Device.
80. FOG Inspection/Maintenance Log means records noting the date of each inspection and all maintenance performed on the grease trap and/or interceptor. The Commission requires these records be maintained by the FSE owner/management as proof of inspections and maintenance on the GRD. This is required for continued discharge of kitchen wastes to the public sanitary sewer system. These records must be kept on-site for a minimum of (3) three year.
81. FOG means fats, oils, and grease.
82. FOG Waste Hauler means any person carrying on or engaging in vehicular transport of FOG waste as part of, or incidental to, any business for that purpose.
83. Food Grinder means any device installed in the plumbing or sewer system for the purpose of grinding food waste or food preparation by products for the purpose of disposing it to the sewer system.
84. Food Service Establishment (FSE) is any Commercial, Industrial, or Industry, Institutional, or Municipal site and shall mean a classification of Wastewater User, which prepares, processes, and/or packages food for sale or consumption, on or off site, with the exception of private residences. Any other establishments where FOG may be introduced into the building sanitary drainage system in quantities that can cause waste line obstruction or hinder sewage disposal are also considered a Food Service Establishment. Food Service Establishments shall include, but are not limited to food courts, food manufacturers, food packagers, restaurants, cafeterias, delicatessens, bakeries, retail and wholesale meat markets, retail and wholesale seafood markets, hospitals, nursing homes, assisted congregate living facilities, institutional facilities, facilities with commercial kitchen type equipment. Churches, schools, lounges and bars, factories, hotels, and clubs shall be considered FSE. If there is intermittent food preparation on-site the Executive Director shall determine if the site will be considered an FSE. Food Service Establishment shall not include the following: a site that prepares beverages; a site that sells pre-packaged food not for consumption on-site, dormitories with no centralized food preparation, an establishment that is currently classified as a



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Significant Industrial User by and permitted through the Commission's Industrial Pretreatment Program.

85. Front Footage Connections Charge shall mean the per front foot fee charged to its Customers for connecting to an existing water main, in accordance with the provisions of Section 3.2.9 of these Rules and Regulations.
86. Frozen Meter Replacement Charge shall mean the cost charged to replace a frozen AMR water Meter for each occurrence. The cost is in addition to the Frozen Service Charge and includes replacing the AMR Meter and the Meter Valve. There is no charge to replace a non-AMR water Meter.
87. Frozen Service Charge shall mean the cost charged to send a service crew to a Customer's Property and, if necessary, thaw a frozen Water Service Pipe or Fire Service Pipe for each occurrence. The charge does not include replacing a frozen water Meter.
88. Garbage means the Wastes resulting from the handling, preparation, cooking and serving of food. It is composed largely of putrescible organic matter, usually with a high natural moisture content.
89. Grease Interceptor means a large multi-compartment device that is constructed in different sizes and is typically located outside the building, underground, and along the sanitary service between the FSE and the connection to the public sanitary sewer main. These devices must be inspected, cleaned, maintained on a regular basis.
90. Grease Manifest means the receipt which is to be retained by the generator of FOG Wastes. This manifest is proof of proper disposal for disposing recyclable wastes or liquid wastes as required by the Commission. These records must be kept on site of the FSE for a minimum of three (3) years.
91. Grease Removal Device (GRD) is any Grease Interceptor, Grease Trap, Passive Grease Trap, or other mechanism, device, or process, which attaches to, or is applied to, wastewater plumbing fixtures and lines, the purpose of which is to trap or collect or treat FOG prior to it being discharged into the sewer system. "Grease Removal Device" may also include any other proven method to reduce FOG subject to the approval of the Commission.
92. Grease Trap means a GRD that is used to serve individual fixtures and have limited effect and should only be used in those cases where the use of a Grease Interceptor or other GRD is determined to be impossible or impracticable. A Grease Trap is generally located inside the FSE.



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93. Guidelines and Policies shall mean, but not limited to, the standards for access, design, operation, maintenance, construction, rehabilitation and / or use of the Public Water Systems used by the Commission.
94. Hydrant Meter Rental shall mean the deposit and rental charged to rent a hydrant Meter. A deposit is required at the time of application and will be returned when the hydrant Meter is returned to the Commission in good working order. The rental does not include Consumption, or any repairs or damage caused to the hydrant from improper use of the hydrant. The Customer is also responsible for the amount of water used as read on the hydrant Meter.
95. Hydrant Permit shall mean a written permit granted by the Commission for the temporary use of a Commission owned hydrant or a private hydrant that is not master metered.
96. Hydrant Relocation Charge shall mean the cost charged for the relocation of the hydrant plus the charge per foot to extend the hydrant connection. The following items are not included in this charge: tapping main, shut-off valve, permits, paving, flowable fill, rock excavation, frost excavation, and concrete removal and hauling in suitable fill. This charge shall be paid when application is submitted.
97. Hydrant Remove and Replace Charge shall mean the cost charged for the removal of a damaged hydrant and replacing with a new hydrant in the same location. The following items are not included in this charge: shut off valve, permits, paving, flowable fill, rock excavation, frost excavation, and concrete removal and hauling in suitable fill.
98. Hydrant Repair Charge shall mean the cost charged for the repair a hydrant in place and not requiring any excavation. The following items are not included in this charge: shut off valve, permits, paving, flowable fill, rock excavation, frost excavation, and concrete removal, hauling in suitable fill, location work, excavation, backfill, compaction, police, traffic control, hydrant and appurtenances.
99. Hydrant shall mean a device connected to a Public Water Main or private water service for the purpose of extinguishing fires or other authorized purpose.
100. Hydrant User shall mean a classification of Water Users that are provided water through the temporary use of a Commission hydrant. Hydrant Users shall purchase water through a rented hydrant Meter and Backflow Prevention Device. Water shall be sold to Hydrant Users at the Hydrant Use Rate as set forth in CHAPTER 5 of these Rules and Regulations and shall be subject to a per day or per month rental charge and deposit. A Hydrant Permit shall be obtained prior to taking any water.



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101. Industrial shall mean a classification of Water Users that are primarily engaged in applying skill and labor to giving of new shapes, qualities or new combinations to matter as material products, or to the assembly or processing of manufactured or natural products.
102. Industrial User shall mean an Industry discharging Industrial Wastewater to a Public Sewer.
103. Industrial Wastewater shall mean the liquid Wastes from industrial manufacturing processes, laboratories, trades or businesses which predominate as distinct from Domestic Wastewaters.
104. Industry shall mean an establishment with facilities for manufacturing, processing, fabricating, finishing, assembly, testing, or packaging goods including materials, chemicals byproducts, and finished and unfinished products. The Industry may be classified as a Wet Industry or Dry Industry.
105. Institutional shall mean a classification of Wastewater User including public or private schools, churches, State or Federal governmental buildings and offices, religious organizations, and similar facilities both profit and nonprofit.
106. Interceptor Sewer means a Sewer, located in public and/or private property, which collects the entire flow from a number of Public and/or Private Sewers, conveys the flow to a suitable collection point for final discharge to a place of Wastewater treatment and is entirely controlled by the municipality.
107. Interfere means a discharge by an Industrial User which, along or in conjunction with discharges by other sources, inhibits or disrupts the Springfield Water and Sewer Commission's Wastewater Works, its' treatment processes or operations, or its' sludge processes, use or disposal, and which is a cause of a violation of any requirement of the Commission's NPDES permit (including an increase in the magnitude or duration of a violation) or of the prevention of sewerage sludge use or disposal by the Commission in accordance with the following statutory provisions and regulations or permits issued there under (or more stringent state or local regulations): Section 405 of the Clean Water Act, the Solid Waste Disposal Act (SWDA) (including Title II, more commonly referred to as the Resource Conservation and Recovery Act (RCRA), including state regulations contained in any state sludge management plan prepared pursuant to Subtitle D or the SWDA) the Clean Water Act, the Toxic Substance Control Act, and the Marine Protection Research and Sanctuaries Act.
108. Late Payment Fee is any additional Charge adopted and assessed by the Commission for delinquent accounts.



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109. Leak Notice shall mean the Commission's written notification to a Customer that a leak exists in the Water Service Pipe on the Owner's Property, and that the Owner is responsible for repairing the leak.
110. Leak shall mean an escape of water from the Commission's water mains, hydrants, or in the Owner's Water Service Pipe, Fire Service Pipe, or a Combined Service.
111. License Agreement shall mean a form prescribed by the Commission that provides for the construction of Public Water Mains and Public Sewers and other Water and Sewer Facilities and permission for limited use with respect to Commission property, easements, and other Water and Sewer Facilities.
112. Life Estate Beneficiary: A resident of a Property named on that Property's deed as a beneficiary of a life estate.
- ~~112.~~113. Lot means real property, which is described by deed, or filed subdivision plan, as a single entity and cannot be the further subdivided.
- ~~113.~~114. Main Extension Application shall mean the form provided by the Commission and completed by the Owner or by an Owner's authorized agent and submitted to the Commission prior to construction, reconstruction, repair or modification of a Public Water Main. A completed application includes verification that the Premise address listed therein is correct.
- ~~114.~~115. Master Meter shall mean the primary Water Meter used for billing purposes serving a building, group of buildings, or Premises / Property. There may be more than one (1) Meter serving a building, group of buildings, or Premises / Property.
- ~~115.~~116. Material Specifications shall mean the Commission supplied description of materials to be used for construction and rehabilitation of the Public Water and Sewer Systems.
- ~~116.~~117. Maximum Daily Flow means the highest volume in gallons measured at a metering station or other point during any continuous twenty-four (24) hour period.
- ~~117.~~118. MDEP shall mean the Massachusetts Department of Environmental Protection.
- ~~118.~~119. Medical Facility is any Commercial, Industrial, Industry, Institutional, or Municipal site and shall mean a classification of Wastewater User including locations where people receive in-patient or out-patient care and procedures are performed. This shall include but not be limited to medical, surgical, dental, psychiatric treatment, nursing care, or rehabilitation care.
- ~~119.~~120. Meter Pit shall mean an underground vault enclosing a Meter.



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- ~~120.~~121. Meter Replacement or Auxiliary Meter Installation & Removal Charge for Meter Replacement shall mean the cost charged to replace a Meter on a Water Service Pipe in accordance with Section 3.3.5, Paragraph 12 of these Rules and Regulations. For Auxiliary Meter Installation & Removal shall mean the cost charged to install or remove an Auxiliary Meter on a Water Service Pipe in accordance with Section 3.3.5, Paragraphs 13 and 14 of these Rules and Regulations. The following items are not included in this charge: excavation, Meter Valve Replacement, and Water Service Pipe repair.
- ~~121.~~122. Meter shall mean an instrument or device, including any appurtenances thereto, for measuring the flow of water.
- ~~122.~~123. Meter Testing shall mean the cost charged to test a water Meter. This charge shall be paid when application is submitted.
- ~~123.~~124. Meter Valve Replacement Charge shall mean the cost charged to replace a meter valve on a Water Service Pipe that is located on the water main side of the Meter in accordance with Section 3.3.6 of these Rules and Regulations. The following items are not included in this charge: excavation and Water Service Pipe repair.
- ~~124.~~125. Meter Valve Replacement Charge with Repair Work shall mean the cost charged to replace a meter valve that is located on the water main side of the Meter, remove and replace a portion of the Water Service Pipe inside the building or meter pit, and the repair work associated with the replacement on a Water Service Pipe, in accordance with Section 3.3.6 of these Rules and Regulations. The following items are not included in this charge: excavation and repair work outside the building.
- ~~125.~~126. MGL 40-N means the Chapter 40-N of the Massachusetts General Laws, as amended.
- ~~126.~~127. Minimum Appointment Charge shall mean the cost charged to a Customer for any scheduled work including, but not limited to inspections, testing, repairs, and/or replacements when and where the Commission is not provided access to perform the work. The Customer will be allowed one missed appointment as a courtesy.
- ~~127.~~128. Monthly Service Charge shall mean the monthly cost charged to the Owner for each Meter installed on the Owner's Property, including Auxiliary Meters. The Owners of Property that have a sewer connection, but no water connection and no Meter shall also pay the Monthly Service Charge for Wastewater service only, as set forth in CHAPTER 5 of these Rules and Regulations.



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~~128.~~129. Municipal shall mean a classification for Water User and/or Wastewater User facilities that are owned and operated by the City of Springfield and/or the Town of Ludlow solely for the purposes of providing the following municipal services: Administrative; Public Works; Police; Fire and Safety; Educational; Parks and Recreational facilities; Libraries. This does not include Wastewater services provided by the Town of Ludlow.

~~129.~~130. NA shall mean Not Applicable.

~~130.~~131. National Pretreatment Standard or Pretreatment Standard means any regulation containing Pollutant discharge limits promulgated by the EPA in accordance with Section 307 (b) and (c) of the Clean Water Act, which applies to Industrial Users. This term includes prohibitive discharge limits established pursuant to Title 40, Part 403.5 of the Code of Federal Regulations.

~~131.~~132. Natural Outlet means any outlet into a watercourse, pond, ditch, lake or other body of surface or groundwater.

~~132.~~133. New Source means any building, structure, facility or installation from which there is or may be a discharge of Pollutants, the construction or operation of which commenced after the publication of proposed Pretreatment Standards under Section 307 (c) of the Clean Water Act, provided that the building, structure, facility or installation, meet the criteria established in Title 40, Part 403.3(k) of the Code of Federal Regulations (as determined by the Executive Director).

~~133.~~134. New Water Main Installations / Extensions Charge shall include the Commission's material, equipment, labor, and as per the Commission's Guidelines and Policies. Paving, flowable fill, rock excavation, frost excavation, concrete removal, and hauling in suitable fill are not included in this charge.

~~134.~~135. Oil, Water, and Sand Separator means any exterior structures designed to separate oil and sand from water effluents particularly within vehicle storage and washing facilities.

~~135.~~136. Owner shall mean a Person(s) who alone or jointly or severally with others, has the legal title to any Premises.

~~136.~~137. Parcel means real property consisting of one (1) Lot, or two (2) or more contiguous Lots, under one (1) ownership.

~~137.~~138. Pass Through means the discharge of Pollutants through the Commission's Wastewater Works into navigable waters in quantities or concentrations which, alone or in conjunction with discharges from other sources, are a cause of a



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violation of any requirement of the Commission's NPDES permit (including an increase in the magnitude or duration of a violation).

~~138.~~139. Passive Grease Trap means a small GRD with a series of baffles and manual grease removal typically installed inside the building and above ground, generally cleaned by FSE staff or by an outside vendor.

~~139.~~140. Paving Charge shall mean the cost charged to restore the pavement or install pavement based on the square foot charge in CHAPTER 5 of these Rules and Regulations.

~~140.~~141. Payment Agreement shall be defined as the contract agreement signed by the Customer for payment of water and sewer Charges to the Commission. Failure to follow such provisions may result in the Shut-off and/or Discontinuance of Water Service pursuant to these Rules and Regulations.

~~141.~~142. Person(s) shall mean any individual, any agency of the federal government, any agency or political subdivision of the Commonwealth, any public or private corporation or authority, any corporation trust, firm, joint stock company, partnership or association, or other entity, or any group thereof, and any officer, employee, or agent of such person, and any group of persons.

~~142.~~143. pH means the negative logarithm (to the base ten (10)) of the hydrogen ion concentration in grams per liter of solution.

~~143.~~144. Plumber shall mean a person with a current and valid license as a plumber by the Commonwealth of Massachusetts.

~~144.~~145. Point-Of-Entry Treatment Device shall mean a device installed to treat water entering any building or portion of such building for the purpose of reducing contaminants in the water distributed through that building or portion of such building.

~~145.~~146. Police Officers Charge shall mean the ½ day cost charged for hiring a police officer to direct traffic or as required by local safety officers.

~~146.~~147. Pollutant means any dredged spoil, solid Waste, incinerator residue, sewage, Garbage, sewage sludge, munitions, heat, chemical Wastes, biological materials, radioactive materials, cellar dirt, agricultural Waste, industrial Waste or municipal Waste, in liquid, solid or gaseous form that can be discharged into any Sewer system or Wastewater Works.

~~147.~~148. Potable Water shall mean water fit for human consumption in conformance with the regulations of the MDEP.



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- ~~148.~~149. Premise / Property shall mean a parcel of real estate or portion thereof, including any improvements thereon, which is determined by the Commission to be a single User for purposes of receiving, using and paying for Water Service and/or Building Sewer.
- ~~149.~~150. Pretreatment means the reduction of the amount of Pollutants, the elimination of Pollutants, or the alteration of Pollutant properties in Wastewater prior to or in lieu of discharging or otherwise introducing such Pollutants into a POTW.
- ~~150.~~151. Private Drain means any Drain located on private property and not under the full care and control of the Commission nor the City of Springfield.
- ~~151.~~152. Private Fire Protection shall mean Private Water Mains, Fire Service Pipes and other appurtenances installed for the purpose of fire protection and suppression at a particular Premise.
- ~~152.~~153. Private Hydrant shall mean a hydrant installed and maintained by an Owner for the purpose of private fire protection/suppression at a particular Premise.
- ~~153.~~154. Private Sewer means any Sewer located on private Property that collects and conveys Wastewater from two (2) or more Building Sewers, discharges into a Public Sewer, and is not under the full care and control of the Commission.
- ~~154.~~155. Private Water Main shall mean the water main and appurtenances that are not owned by the Commission.
- ~~155.~~156. Properly Shredded Garbage means Garbage that has been shredded to such a degree that all particles will be carried freely under the flow conditions normally prevailing in Public Sewers, with no particle greater than one-half (½) inch (1.27 centimeters) in any dimension.
- ~~156.~~157. Public Drain means a Drain located in a public, private way, or easement in which all Owners of abutting properties have equal rights and is under the full care and control of the City of Springfield.
- ~~157.~~158. Public Fire Protection shall mean the Public Water Mains, Hydrants and appurtenances installed for the purpose of fire protection in a public way, Commission-owned easement, whether recorded or by prescription, or private way open to public travel.
- ~~158.~~159. Public Sewer means any Sewer owned or maintained by the Commission and any Sewer situated outside the City of Springfield that is owned or maintained by a city, town, or district that discharges into Commission's Wastewater Treatment Works.



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- ~~159~~.160. Public Water Main shall mean the piping and associated valves, hydrants and appurtenances owned by the Commission installed in a public way, publicly-owned Easements whether recorded or by prescription, or private way open to public travel, for the purpose of supplying water to one or more customers or for public fire protection.
- ~~160~~.161. Public Water Supply shall mean the water and/or ground water that is provided to the public for human consumption.
- ~~161~~.162. Public Water System shall mean a system for the provision to the public of piped water for human consumption. The Commission is a Public Water System.
- ~~162~~.163. Receiving Waters means any watercourse, river, pond, ditch, lake, aquifer, or other body of surface or groundwater receiving discharge of Wastewaters.
- ~~163~~.164. Recreational Spray or Sprinkler Pool shall mean an indoor or outdoor spray or sprinkler pool that is designed and constructed for the purpose of human contact recreation.
- ~~164~~.165. Remote Meter Device means an instrument for reading a Water Meter, located at a distance from the Meter, generally outside the building being metered.
- ~~165~~.166. Requirements for Site Plans shall mean the document that describes the information that must be included in site plans submitted to the Commission. A Site Plan is required by the Commission for review and approval by the Executive Director of a proposed connection or reconstruction, repair or modification of a Water Service Pipe or Fire Service Pipe or appurtenance, which connects, to the Commission's water distribution system. (The document also includes requirements for connections to the Commission's sanitary and combined sewers systems.)
- ~~166~~.167. Residential shall mean a classification of Water Users and/or Wastewater Users that use or engage in providing housing facilities which include all dwellings, tenements, apartments, trailer houses (single), and other forms of housing.
- ~~167~~.168. Rock Excavation, Frost Excavation, and Concrete Removal Charge shall mean the cost charged to excavate and /or remove rock, frost, or concrete based on the cubic yard charge in CHAPTER 5 of these Rules and Regulations. The charge is based on the actual cost incurred by the Commission to perform the work.
- ~~168~~.169. Sanitary Sewer means a Sewer, which carries domestic, and/or Industrial Wastewaters and to which surface runoff from storms and groundwater is not intentionally admitted.



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- ~~169.170.~~ Sanitary Sewer Overflow (SSO) means an unauthorized discharge of sewage from the public sewer system caused by a blockage, restriction, or inadequate capacity in the public sewer system.
- ~~170.171.~~ Septage shall mean the liquid and solid material removed from a septic tank, cesspool, portable toilet, type III marine sanitation device or a similar system that receives only domestic Wastewater or solid material. If solids cannot flow in liquid form, they shall not be allowed to be discharged into the Commission's Wastewater Works and/or Wastewater pump stations.
- ~~171.172.~~ Septage Disposal Rate shall mean the rate charged for all Septage disposal or holding tank waste disposal at the Indian Orchard pumping station or any other Septage disposal site designated by the Commission.
- ~~172.173.~~ Service Application shall mean the form provided by the Commission and completed by the Property Owner or by an Owner's agent and submitted to the Commission prior to construction, reconstruction, repair or modification of a Water Service Pipe or a Fire Service Pipe from a Public Water Main. A completed application includes verification that the Premise address listed therein is correct.
- ~~173.174.~~ Service Area shall mean the geographic area that is or can be serviced by the Commission's existing water and/or Sewer systems. .
- ~~174.175.~~ Service Line Repair Charges shall mean the cost charged to repair a Water Service Pipe or Fire Service Pipe up to and including 2 inches in diameter. The following items are not included in this charge: permits, police traffic control, paving, flowable fill, rock excavation, frost excavation, concrete removal, and hauling in suitable fill. Water Service Pipe or Fire Service Pipe larger than 2 inches shall pay all costs including labor, material, and equipment costs.
- ~~175.176.~~ Severe Property Damage means substantial physical damage to property, damage to the Wastewater Works, which causes the Wastewater Works to become inoperable, or substantial and permanent loss of natural resources, which can reasonably be expected to occur in the absence of a Bypass.
- ~~176.177.~~ Sewer Improvement Area means all that land contained with boundaries which shall include all areas served by and extension of the sewerage system (areas to be serviced by pumping facilities shall be considered separate Sewer Improvement Areas), the boundaries of the Sewer Improvement Area shall include only those Parcels and portions of Parcels which can be directly served by the Public Sewer (Public Sewer is located in a right-of-way, street, public way or easement which is adjacent to the Parcel and the Public Sewer abuts an extension of the nearest property line of the Parcel) and which will require a building sewer not exceeding one hundred (100) feet in length between the property line and Public Sewer, measured along the shortest route between the Public Sewer connection point and



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the intersection of the building sewer at the property line, such that the building sewer does not pass through adjacent private land.

~~177.~~178. Sewer means a pipe or conduit for carrying Wastewater.

~~178.~~179. SHD shall mean the Springfield Health Department.

~~179.~~180. Shut-off for Non-Payment shall mean the cost charged to shut off a Water Service Pipe or Fire Service Pipe for non-payment of a water and/or sewer bill in accordance with CHAPTER 5, of these Rules and Regulations. This charge shall be paid before the water service is turned-on.

~~180.~~181. Shut-off shall mean a temporary cessation of Water Service at the Premise as requested by the Customer or as required by the Commission in accordance with these Rules and Regulations.

~~181.~~182. Shut-off Charge shall mean the cost charged to shut off a Water Service Pipe or Fire Service Pipe, in accordance with CHAPTER 5 of these Rules and Regulations. This charge shall be paid when application is submitted.

~~182.~~183. Significant Industrial User shall mean any industrial User that is classified under any of the following:

(a) Industrial User subject to categorical pretreatment standards;

(b) Any other Industrial User that:

- discharges an average of 25,000 gallons per day or more of processed wastewater to the publicly operated treatment works (excluding sanitary, non-contact cooling and boiler blow-down wastewater),
- contributes a process waste-stream which makes up 5 percent or more of the average dry weather hydraulic or organic capacity of the publicly operated treatment works treatment plant, or
- is designated as such by the Control Authority as defined in 40 CFR 403.12(a) on the basis that the Industrial User has a reasonable potential for adversely affecting the publicly operated treatment works operation or for violating any pretreatment standard or requirement.

~~183.~~184. Slug means any discharge of water or Wastewater which in concentration of any given constituent or in quantity of flow exceeds for any period of duration longer than fifteen (15) minutes, a value that is more than five (5) times the average twenty-four (24) hour concentration or flow during normal operation.

~~184.~~185. Standard Methods for the Examination of Water and Wastewater means the latest edition accepted by the Massachusetts Department of Environmental



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Protection of *Standard Methods for the Examination of Water and Wastewater* (as amended), prepared and published jointly by the American Public Health Association, the American Water Works Association, and the Water Environment Federation.

~~185.~~186. State of Water Supply Conservation shall mean a State of Water Supply Conservation declared by the Commission pursuant to Section 3.2.5 of these Rules and Regulations.

~~186.~~187. State of Water Supply Emergency shall mean a State of Water Supply Emergency declared by the Department of Environmental Protection under M.G.L. c. 21G, § 17.

~~187.~~188. Storm Drain means a pipe or conduit for conveying rainwater, groundwater, subsurface water, condensate, cooling water, or other similar discharge.

~~188.~~189. Surety Required shall mean the bond, letter of credit, or other Commission approved financial guarantee to be posted as surety by an Owner to extend a Public Water Main, Sewer Main, and /or build a water and/or sewer pump station. Bonds Required shall also mean the bond, letter of credit, or other Commission approved financial guarantee to be posted as surety by a Commission Approved Contractor to work on the Commission's Water Distribution System or Sewer Collection System for an approval period.

~~189.~~190. Total Suspended Solids (TSS) shall mean all solids that either float on the surface of, or are in suspension in water, Wastewater, or other liquids, and which are retained on a glass after filtering, and are referred to as total suspended solids dried at 103-degrees to 105-degrees Celsius (217-degrees to 221-degrees Fahrenheit) in the laboratory test prescribed in the *Standard Methods for the Examination of Water and Wastewater*.

~~190.~~191. Tapping Main Charge (Basic) shall mean the cost charged for connecting to existing water mains for new mains, main extensions, and service connections. The Commission shall provide labor and equipment to tap the existing main. The following items are not included in this charge and are provided by the Applicant: permits, paving, location work, excavation, backfill, and compaction, police, traffic control, tapping sleeve, tapping valve, pipe installation, appurtenances, flowable fill, rock excavation, frost excavation, concrete removal, and hauling in suitable fill. This charge shall be paid when application is submitted.

~~191.~~192. Tapping Main Charge (Complete) shall mean the cost charged for connecting to existing water mains for new mains, main extensions, and service connections. The Commission provides excavation, materials, installation, and backfill. The following items are not included in this charge: permits, paving, flowable fill, rock excavation, frost excavation, pipe installation, police, traffic control, concrete



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removal, and hauling in suitable fill. This charge shall be paid when application is submitted.

~~192.~~193. Total Abutter Frontage means the summation of individual Abutter frontages in a Sewer Improvement Area, whether or not some Parcels may be deferred or excluded from assessment. City streets and ways shall not be included.

~~193.~~194. Turbidity means a:

- (a) Condition in water or Wastewater caused by the presence of suspended matter, resulting in the scattering and absorption of light rays,
- (b) Measure of fine suspended matter in liquids,
- (c) Analytical quantity usually reported in arbitrary Turbidity units determined by measurements of light diffraction.

~~194.~~195. Turn-On Charge shall mean the cost charged to turn on a Water Service Pipe or Fire Service Pipe in accordance with CHAPTER 5 of these Rules and Regulations. This charge shall be paid when application is submitted or before the water service is turned on.

~~195.~~196. Turn-On shall mean initiate or restore Water Service in accordance with Sub-Section 3.3.7 or Sub-Section 3.4.7, of these Rules and Regulations. No Turn-on will occur for any account with an overdue balance.

~~196.~~197. Undeveloped Property means property that is void of any buildings, does not have Wastewater facilities, and does not require a connection to the Public Sewer.

~~197.~~198. Uniform Plumbing Code means the plumbing system regulations as required by the Commonwealth of Massachusetts.

~~198.~~199. Upset means an exceptional and nonrecurring incident in which there is unintentional and temporary noncompliance with Categorical Pretreatment Standards or other industrial discharge limits because of factors beyond the reasonable control of the Industrial User. An Upset does not include noncompliance to the extent caused by operational error, improperly designed treatment Facilities, inadequate treatment Facilities, lack of preventative maintenance, or careless or improper operation.

~~199.~~200. User shall mean a Person who receives water and/or Sewer service(s) from the Commission within the Commission's Service Area.



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- ~~200.201.~~ Video Inspection shall mean the cost charged to video inspect a Building Sewer or Drain on a per inspection basis. An invoice shall be sent to the Customer that includes the actual number of inspections.
- ~~201.202.~~ Wastes mean substances in liquid, solid or gaseous form that can be carried in water.
- ~~202.203.~~ Wastewater means the spent water of the Commission, other Municipalities, and/or other participants of the Commission's Wastewater Treatment Works and may be a combination of the liquid and liquid borne Wastes from Residential, Commercial, Industrial, and Institutional Customers, together with any groundwater and surface water that may be present.
- ~~203.204.~~ Wastewater Works or Wastewater Treatment Works means any arrangement of devices and all structures, equipment and processes for collecting, pumping, treating and disposing of Wastewater and associated residuals.
- ~~204.205.~~ Water / Sewer Pipe Inspection shall mean the cost charged to inspect the layout, installation, repair, water quality test, or re-inspection of a scheduled a Commission Water Facility, Public Sewer, Public Drain, Building Sewer, Sewer, or Drain on a per day or per inspection basis. This charge shall be paid as a deposit when application is submitted based on an estimated number of days and/or inspections required in accordance with Section 3.10.1 of these Rules and Regulations. A final invoice shall be sent to the Customer that includes the actual number of days.
- ~~205.206.~~ Water and Sewer Service shall include but not be limited to water, sewer and other services, facilities and commodities furnished or supplied by the Commission pursuant to MGL 40-N.
- ~~206.207.~~ Water Facilities will mean Meters, Backflow Prevention Devices, water valves, water mains, Water Service Pipes, Fire Service Pipes, and water hydrants.
- ~~207.208.~~ Water Meter means any device for measuring and recording the water consumption at a building or Property, installed by or at the order of the Commission, which may be used for billing by the Commission.
- ~~208.209.~~ Water Service Connection shall mean the connection and the associated valves and appurtenances at the water main for the purpose of turning Water Service on and off for the purpose of supplying water and for fire protection and suppression. The Commission owns the Water Service Connection.
- ~~209.210.~~ Water Service Pipe Installation Charge shall mean the cost charged for a new or total replacement Water Service Pipe or Fire Service Pipe based on the per foot charge in Section 5.6 of these Rules and Regulations. The Water Service Pipe Installation Charge shall not be less than Water Service Pipe Minimum Charge.



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The following items are not included in this charge: permits, flowable fill, rock excavation, frost excavation, and concrete removal and hauling in suitable fill are not included. This charge shall be paid when application is submitted.

~~210.211.~~ Water Service Pipe Minimum Charge shall mean the minimum cost charged for a new or replacement Water Service Pipe or Fire Service Pipe. No portion of this charge is refundable. This charge shall be paid when application is submitted.

~~211.212.~~ Water Service Pipe shall mean the piping and associated valves and appurtenances that extend from a Water Service Connection to the Commission's Meter for the purpose of supplying water, other than for fire protection and suppression. The Customer owns the Water Service Pipe.

~~212.213.~~ Water Service shall mean the readiness to supply or actual supplying of water to Premises in which a Water Service Pipe or Fire Service Pipe has been installed.

~~213.214.~~ Water Users or Water Consumers shall mean all public and private Users of the Commission's water system, irrespective of any person's responsibility for billing purposes for water used at any particular facility.

~~214.215.~~ Watershed lands, Reservoir lands, Roads and Trails, and Waterways shall include boulevards, roadways, driveways, trails, bridges, buildings, structures, land, beaches, ponds, lakes, rivers and other waters under the care and control of the Springfield Water and Sewer Commission.

~~215.216.~~ Well shall mean any dug, driven or drilled hole, with a depth greater than its largest surface diameter, developed to supply water intended and/or used for human consumption, irrigation, or industry and not subject to regulation by 310 CMR 22.00.

~~216.217.~~ Wet Industry shall mean a classification of Wastewater Users which includes all industries which produce large volumes of Wastewater; or which produces a Wastewater of greater strength than residential Wastewater (or contains constituents which require pretreatment in accordance with CHAPTER 1).

~~217.218.~~ Yellow Grease means grease from a cooking or preparation process such as a fry station. This type of grease is disposed of separately from brown grease.



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For future use.

