

**SPRINGFIELD
WATER AND SEWER
COMMISSION**



**FISCAL YEAR 2023
PROPOSED REVISIONS TO THE
RULES AND REGULATIONS**

DRAFT SUMMARY 4-21-22

Commissioner William E. Leonard
Commissioner Vanessa Otero
Commissioner Daniel Rodriguez

Springfield Water and Sewer Commission

Rules and Regulations

Additional Revisions of the Rules and Regulations as of July 1, 2021 are as follows:

1. Chapter 1; Section 1.2.4; Installation, Maintenance, Repair, or Replacement Charges:

INSERT THE FOLLOWING AS ITEM 1

The Owner shall apply to the Springfield Water and Sewer Commission, through its Executive Director, to reconstruct, repair, or clean as may be necessary in the opinion of said Director or his authorized agents, the Owner's Building Sewers and/or Private Sewers. Owner shall sign the Springfield Water and Sewer Commission's Sewer Petition prior to the Springfield Water and Sewer Commission performing any of the afore mentioned services. At the discretion of the Executive Director or his authorized agents, Owner may submit an electronically signed Sewer Petition.

2. Chapter 1; Section 1.4.1; Unpolluted Discharges

DELETE

2. Storm water and all other unpolluted drainage shall be discharged to such Drains as are specifically designated as Storm Drains or Combined Sewer, or to a Natural Outlet approved by the Executive Director. Industrial cooling water or unpolluted process waters may be discharged, on approval of the Executive Director, to a Storm Drain, Combined Sewer, or Natural Outlet.

REPLACE WITH

2. Storm water and all other unpolluted drainage shall be discharged to such Drains as are specifically designated as Storm Drains or Combined Sewers, or to a Natural Outlet pending approval of its governing entity. Industrial cooling water or unpolluted process waters may be discharged, upon approval of the Executive Director, to a Combined Sewer.

INSERT THE FOLLOWING

3. Any new development project, redevelopment project, modification or extension of existing connections, or new connections to the Combined Sewer system shall meet City and State stormwater standards as well as the provisions of 314 CMR 12.04.

3. Chapter 3; Section 3.4.3; Fire Service Pipes

DELETE

5. Limitations on Water Use. Water supplied through a Fire Service Pipe shall be for fire protection and suppression only, except for annual fire flow and fire pump tests. Only prior written authorization from the Executive Director shall permit any other use of water from a Fire Service Pipe. No water used for fire protection/suppression systems shall be taken from a Water Service Pipe.

REPLACE WITH



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5. Limitations on Water Use. Water supplied through a Fire Service Pipe shall be for fire protection and suppression only, except for annual fire flow and fire pump tests. Only prior written authorization from the Executive Director shall permit any other use of water from a Fire Service Pipe. No water used for fire protection/suppression systems shall be taken from a Water Service Pipe. Unauthorized water consumption will be billed in accordance with charges set forth in Chapter 5 of these Rules and Regulations. It is the Owners responsibility to ensure proper function of the Owner's Fire Service Pipe and fire protection system, and as such the Owner shall regularly monitor the Fire Service Pipe and fire protection system for unauthorized water consumption. Owner shall notify the Commission of any unauthorized consumption upon initial detection. If unauthorized consumption is the result of leaks, the Executive Director may opt to waive unauthorized water consumption charges for up to one year of consumption. It is the Owner's burden to determine and document the cause of the unauthorized water consumption, and to implement any required corrective measures.

4. Chapter 3; Section 3.12.5; Reclassification and Abatement

1. Procedures and conditions for abatements, reclassification and special allowances--appeals:

DELETE

- (a) All requests for reclassification, special allowances and abatements shall be made in writing to the Executive Director on an approved form obtained from the office of the Executive Director within thirty (30) days of the date of the billing.

REPLACE WITH

- (a) All requests for reclassification, special allowances and abatements shall be made in writing to the Appeals Officer at Appeals@waterandsewer.org, or by mail to P.O. Box 995, Springfield, MA 01001, within thirty (30) days of the date of the billing.

DELETE

- (b) Upon receipt of a request for abatement, reclassification or special allowance, the Executive Director shall determine whether such abatement, reclassification or special allowance shall be granted. The Executive Director shall notify the Owner in writing whether the requested abatement, reclassification or special allowance has been granted or denied and the reasons, therefore. The burden of proving eligibility for an abatement, reclassification or special allowance shall be upon the Owner.

REPLACE WITH

- (b) Upon receipt of a request for abatement, reclassification or special allowance, the Appeals Officer shall determine whether such abatement, reclassification or special allowance shall be granted. The Appeals Officer shall notify the Owner in writing whether the requested abatement, reclassification or special allowance has been



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granted or denied and the reasons, therefore. The burden of proving eligibility for an abatement, reclassification or special allowance shall be upon the Owner.

DELETE

- (c) Any Owner who has filed for an abatement, reclassification, or special allowance and who is aggrieved by the decision of the Executive Director may appeal the decision of the Executive Director. Any appeal to the Commission review board shall be filed within twenty-one (21) days of the date of the decision of the Executive Director unless the Commission, for good cause shown, allows otherwise.

REPLACE WITH

- (c) Any Owner who has filed for an abatement, reclassification, or special allowance and who is aggrieved by the decision of the Appeals Officer may appeal the decision of the Appeals Officer to the Board of Commissioners. Any appeal to the Commission review board shall be filed within twenty-one (21) days of the date of the decision of the Appeals Officer unless the Commission, for good cause shown, allows otherwise.

DELETE

- (f) All bills shall be paid pending decision by the Executive Director and the Commission.

REPLACE WITH

- (f) All bills shall be paid pending decision by the Appeals Officer and the Commission.

5. Chapter 4

DELETE THROUGHOUT THIS CHAPTER

Financial Hardship Form

REPLACE WITH

Financial Hardship Certificate

DELETE THROUGHOUT THIS CHAPTER

Appeals Program Manager

REPLACE WITH



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Appeals Officer

6. Chapter 4; Section 4.4.1; Customer Illness Form

DELETE

2. Initial Notification of Serious Illness: An indication of a serious illness shall be sufficient if initially made by telephone or in Person. Upon receiving said notification the Commission shall inform the Customer that the Commission's Customer Illness Form and a Financial Hardship Form will be mailed or given to the Customer. The Customer Illness Form shall be completed and signed by a licensed physician or Board of Health and returned within fifteen (15) working days along with the Financial Hardship Form to the Commission's Appeals Program Manager. The Commission, upon review of said forms, will inform the Customer in writing of the conditions to which the Customer may continue service under the Rules and Regulations provided herewith.

REPLACE WITH

2. Notification of Serious Illness: The Customer shall obtain a Customer Illness Form and a Financial Hardship Certificate from the Commission. The Customer Illness Form shall be completed and signed by a licensed physician or Board of Health and returned within fifteen (15) working days along with the Financial Hardship Certificate to the Commission's Appeals Officer. The Commission, upon review of said documents, will inform the Customer in writing of the conditions to which the Customer may continue service under the Rules and Regulations provided herewith.

7. Chapter 4; Section 4.6.2; Appeals, Procedure, and Resolution of Appeals

DELETE

1. Initial Contact and Resolution Procedure: A Customer requesting an investigation of their Bill shall notify the Commission at the address or phone number indicated on the Bill or notice. The matter shall be referred initially to a Customer service representative of the Commission. The Customer service representative shall make his/her best effort to resolve the dispute and shall notify the Customer of that resolution.

REPLACE WITH

1. Initial Contact and Resolution Procedure: A Customer requesting an investigation of their Bill shall notify the Commission at the address, e-mail, or phone number indicated on the Bill or notice. All investigation notifications shall be made on or before the due date on the billing statement from when the charges, fees or discrepancies first appear on their bill. The matter



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shall be referred initially to a Customer service representative of the Commission. The Customer service representative shall make his/her best effort to resolve the dispute and shall notify the Customer of that resolution.

8. Chapter 5; Section 5.1; Rates

5.1.1 Water Rates

Deleted FY 2022 and replaced with FY 2023. Increased the water rates by 6.5%.

5.1.2 Water Rates for All Bulk Water Haulers

Deleted FY 2022 and replaced with FY 2023. Increased the water rates by 6.5%.

5.1.3 Water Rates for Hydrant Users:

Deleted FY 2022 and replaced with FY 2023. Increased the water rates by 6.5%.

INSERT THE FOLLOWING

5.1.4 Fire Service Unauthorized Water Consumption

FY 2023
\$8.92 per 100 cu. ft

9. Chapter 5; Section 5.2; Monthly Service Charges

Deleted FY 2022 and replaced with FY 2023.

10. Chapter 5; Section 5.4; Allowance Program Discounts

Increased the Allowance Program Discounts from \$6.25 per month to \$6.75 per month.

INSERT THE FOLLOWING

* At no time shall the per month discount exceed monthly water and sewer charges. If after applying the allowed discount, results in a credit balance to the customer's account that month, the discount will be adjusted to equal the total monthly charges.

11. Chapter 5; Section 5.4; Non-Beneficial Use Allowance

Increased rates by 6.5%.

12. Chapter 5; Section 5.7; Sewer Rates



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Deleted FY 2022 and replaced with FY 2023.

Increased the Residential, Institutional, and Municipal sewer rates by 6.5%.

Increased the Commercial rate to 1.1 times the Residential rate.

Increased the Medical Facility rate to 1.1 times the Residential rate.

Increased the Dry Industry rate to 1.2 times the Residential rate.

Increased the Wet Industry rate to 1.2 times the Residential rate.

Increased the Food Service Establishment (FSE) rate to 1.3 times the Residential rate.

13. Chapter 5; Section 5.9; Septage Disposal Rates for All Septage Haulers

Deleted FY 2022 and replaced with FY 2023.

14. Chapter 5; Section 5.10; Non-residential surcharges at the SRWTF where applicable

Deleted FY 2022 and replaced with FY 2023. Increased rates by 6.5%.

15. Chapter 5; Section 5.15 Penalties

INSERT THE FOLLOWING

10. Penalties for non-compliance with Hydrant Meter protocols

(a) Use of Hydrant without a Hydrant Permit

- i. 1st offense: \$100.00
- ii. Each reoccurring offense: \$1000.00

(b) Use of Hydrant without a Commission approved Fire Hydrant Meter Assembly

- i. Three times the estimated usage or \$1000.00, whichever is greater

11. Penalties for Fire Service Unauthorized Water Consumption

- (a) The Commission shall use detector meter data or estimate unauthorized water consumption and invoice Owner at the rate defined within Section 5.1.4 of these Rules and Regulations



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- (b) Any unauthorized water consumption following one year of the initial usage detection will continue to be billed at the rate defined within 5.1.4 of these Rules and Regulations in addition to a \$1000.00 monthly fine.

16. Chapter 6, Section 6.1 Definitions, Changes are in red and listed below:

Section 6.1 Definitions

DELETE

72. Financial Hardship Form refers to the form as set forth in Section 4.2.1, Paragraph 10 of these Rules and Regulations.

REPLACE WITH

72. Financial Hardship Certificate refers to the form as set forth in Section 4.2.1, Paragraph 10 of these Rules and Regulations.

INSERT THE FOLLOWING

179. Sewer Petition shall mean the form provided by the Commission and completed by the Property Owner and submitted to the Commission prior to construction, reconstruction, repair, or modification of the Owner's Building Sewers and/or Private Sewers. A completed application includes verification that the Premise address listed therein is correct.



CHAPTER 5

SCHEDULE OF RATES, FEES, CHARGES, AND PENALTIES

Springfield Water and Sewer Commission

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For future use.



Springfield Water and Sewer Commission

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

Section 5.1 Rates

5.1.1 Water Rates

	Fiscal Year
Class of Customer	202 32
Residential (per 100 cu. ft.)	\$4.194.46
Commercial (per 100 cu. ft.)	\$4.194.46
Industrial (per 100 cu. ft.)	\$3.133.33
Municipal (per 100 cu. ft.)	\$3.133.33

5.1.2 Water Rates for All Bulk Water Haulers:

	Fiscal Year
	202 32
All Water (per 100 cu. Ft.)	\$5.565.22
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
	202 32
All Water (per 100 cu. Ft.)	\$8.928.38

5.1.4 Fire Service Unauthorized Water Consumption:

	Fiscal Year
	<u>2023</u>
All Water (per 100 cu. Ft.)	<u>\$8.92</u>



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Section 5.2 Monthly Service Charges

	Fiscal Year
Customer Meter Size	202 32
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:	\$6.756.25 per month
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* At no time shall the per month discount exceed monthly water and sewer charges. If after applying the allowed discount, results in a credit balance to the customer's account that month, the discount will be adjusted to equal the total monthly charges.

Section 5.5 Non-Beneficial Use Allowance

Water Charge per 100 cubic feet	\$1.061.13
Sewer Charge per 100 cubic feet	\$0.820.77

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



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16"	\$85.00 per foot
24"	\$100.00 per foot

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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Regular Hours
Monday – Friday
7 AM to 8 PM

Evenings,
Weekends,
and Holidays

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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Regular Hours
Monday – Friday
7 AM to 3 PM

Evenings,
Weekends,
and Holidays

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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Section 5.7 Sewer Rates

	Fiscal Year
Type of Customer	202 3 <u>2</u>
Residential (per 100 cu. ft.)	\$6.62 <u>7.05</u>
Institutional (per 100 cu. ft.)	\$6.62 <u>7.05</u>
Municipal (per 100 cu. ft.)	\$7.05 <u>6.62</u>
Commercial (per 100 cu. ft.)	\$7.28 <u>7.76</u>
Medical facility (per 100 cu. ft.)	\$7.28 <u>7.76</u>
Industry - Dry (per 100 cu. ft.)	\$7.94 <u>8.46</u>
Industry - Wet (per 100 cu. ft.)	\$7.94 <u>8.46</u>
FSE (per 100 cu. ft.)	\$8.61 <u>9.17</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	2022 <u>2023</u>
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	2022 2023
Chlorine (per pound)	\$0.21 0.22
Total Suspended Solids (per pound)	\$0.36 0.38
Biochemical Oxygen Demand (BOD5) (per pound)	\$0.51 0.54
Fats, Oils, and Greases (per pound)	\$0.51 0.54

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.
- (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

10. Penalties for non-compliance with Hydrant Meter protocols

- (a) Use of Hydrant without a Hydrant Permit

i. 1st offense: \$100.00



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ii. Each reoccurring offense: \$1000.00

(b) Use of Hydrant without a Commission approved Fire Hydrant Meter Assembly

i. Three times the estimated usage or \$1000.00, whichever is greater

11. Penalties for Fire Service Unauthorized Water Consumption

(a) The Commission shall use detector meter data or estimate unauthorized water consumption and invoice Owner at the rate defined within section 5.1.4 of these Rules and Regulations

(b) Any unauthorized water consumption following one year of the initial usage detection will continue to be billed at the rate defined within 5.1.4 of these Rules and Regulations in addition to a \$1000.00 monthly fine.

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

