



CITY OF WESTFIELD WATER RESOURCES DEPARTMENT

...Protecting Your Liquid Assets

Governing Document

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Chair:	Joseph Popielarczyk
Secretary:	Ronald Cole
Member:	John Niedzielski

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Authority

- A. As provided in the Commonwealth of Massachusetts Drinking Water Regulations 310CMR22.00 and Massachusetts General Laws Chapter 40 § 40, 42
- B. City of Westfield Ordinance Chapter 18

Definitions

- A. **Corporation Stop:** The device used by the Department to connect the service pipe to the water distribution main
- B. **Curb Stop:** The valve located on the service line between the water distribution main and the owner's or customer's place of use located in the vicinity of the curb and the public right-of-way line
- C. **Customer:** The financially responsible party contracting for water service to/for a premise. May also be called **Owner, Applicant, or Consumer**
- D. **Authorized Agent:** Person(s) authorized by the Customer to perform water services
- E. **Department:** The City of Westfield Water Resources Department
- F. **Fire Hydrant:** A device connected to the water distribution system provided with the necessary valves and outlets, to which a fire hose(s) may be connected for the primary purpose of extinguishing fires
- G. **Main:** A water pipe, owned, operated and maintained by the Department, which is used for the purpose of transmission or distribution of water, but is not a service line
- H. **Meter:** Any device for measuring the quantity of water used as a basis for determining charges for water service to a customer
- I. **Premise:** refers to but is limited to the following:
 - a. A building or combination of buildings in one common enclosure under common ownership, occupied by one family, one company or one educational or institutional entity
 - b. Each unit of a multi-use building under common ownership where such unit is equipped with its own separate water service line
 - c. A single building under common ownership
 - d. A single plot of land in one common enclosure used as a park or recreational area
- J. **Service Line:** The pipe that runs between that water distribution main and the Customer's place of use and includes fire lines. May also be called "service branch"

General Conditions

The following Rules and Regulations and all subsequent changes in same, or amendments and additions thereto, constitute a part of the contract with every person, firm, and corporation or property owner supplied with water service by the City of Westfield, Massachusetts Westfield Water Resources Department. Every such person, firm, corporation or property owner using such supply shall be

considered as having expressed consent to be bound thereby. The meaning and application of these Rules and Regulations shall be determined and interpreted by the Westfield Water Resources Department.

The supply of water to any consumer for any purpose is without guarantee to such consumer to be of a fixed quantity, quality, purity, temperature, or pressure, such items being subject to the variable conditions which may arise in the operation and maintenance of the water works system. As necessity may arise in case of break, emergency, or for other unavoidable cause, the Westfield Water Resources Department shall have the right to temporarily cut off the water supply in order to make necessary repairs, connections, or alterations to the system. The Westfield Water Resources Department shall use all reasonable and practical measures to notify the consumer of such discontinuance of service. The Westfield Water Resources Department shall not be liable for any damage or inconvenience.

The City of Westfield shall not be responsible for damages caused by dirty water resulting from the opening or closing of any gate for repairs, use of any hydrant or the breaking of the pipe.

Responsibilities

The City of Westfield Water Resources Department is responsible for the water mains in the city's streets and for the water connections off these mains up to the curb valve at the property line. Installation, maintenance and repair of the remainder of the service line to the shut off valve in the building are the responsibility of the property owner. The water meter and its appurtenance are the property of the Westfield Water Resources Department.

Right of Access

The Westfield Water Resources Department shall have the right to enter premises at all reasonable times for the purpose of reading meters, testing, inspecting, repairing, removing or exchanging any or all equipment belonging to the City of Westfield; conducting cross connection surveys and backflow device testing; or for any other purpose deemed necessary to properly protect the Westfield Water Resources Department and the water supply system. Refusal to grant access may result in immediate termination of water service.

Water Service

Application for Water Service

The owner or authorized agent of any real estate premises desiring a water service connection to the city's water supply system shall appear in person at the Westfield Water Resources Department and make a written application. By signing the Application for Service, the owner shall agree to be bound by the regulations of the Westfield Water Resources Department and ordinances and orders of the City of Westfield relating to water or the supply thereof.

No application for water service will be accepted when the applicant or property owner is determined to be indebted to the Westfield Water Resources Department for any purpose.

The applicant shall pay all costs associated with the installation of the water service. The applicant shall also pay an **Entrance Fee** to enter the city's water supply system. This fee will be determined by the Board of Water Commissioners.

A base charge shall be assessed for the water service from the date the water is turned on whether the water is used or not.

No water service will be provided to any property that does not directly abut the street where a water main is located.

No application for water service will be allowed to any property where the highest water fixture on that property is above three hundred (300) feet in elevation.

Booster pump systems may not be used to meet minimum pressure requirements.

Water services will not be provided to any residential property with a private domestic or irrigation well. All private wells must be properly decommissioned through the City's Board of Health

The owner shall be responsible for maintenance of the service line between the curb stop on the property line to the meter setting on the owner's premises. All service line installations require the inspection and approval of the Water Resources Superintendent or his/her designee.

No new services shall be installed after November 14th or before April 16th, except in such cases deemed emergency. All applications must be received before November 1st.

All person(s) contracted to install water services must be approved by the Westfield Water Resources Department. The Westfield Water Resources Department will provide to the applicant a list of approved qualified contractors.

Requests for Turning On or Shutting Off Water

Requests for turning on or shutting off a water service shall be made in writing twenty-four (24) hours in advance, except in cases of extreme emergency. Consumers shall be charged for each such service. Only Westfield Water Resources Department personnel shall open or close curb cocks. Requests for turning on or shutting off water, other than during normal working hours, shall be billed at the overtime rate.

Thermal Expansion

The Board of Water Commissioners has adopted new regulations requiring the installation of residential dual check valves on all new home construction in the City of Westfield. These dual check valves prevent the potential backflow of water from your plumbing system into the public water system.

These residential dual check valves make the household plumbing system a "closed" system preventing heated water from expanding back into the public water system. In order to protect your plumbing system from damage, a thermal expansion tank must be installed on your plumbing system. Please have your licensed plumber incorporate a thermal expansion tank into your plumbing construction. A failure to provide for thermal expansion in your system may result in serious damage to your water heater or

plumbing fixtures. The Westfield Water Resources Department is not responsible for any damage caused by thermal expansion.

Water Meters

All water service lines shall be metered. The meter will be provided and installed by the Westfield Water Resources Department at Westfield Water Resources Department expense. There shall exist only one meter per customer account. At the discretion of the Water Superintendent, meters may be required to be installed in outside pit settings; otherwise meters shall be installed inside of the premises in a location accessible to the Westfield Water Resources Department personnel. Ample clear space shall be provided and maintained around meters for removal, repair or replacement of the meter.

Where an outside remote reading pad is provided for reading the meter, the owner shall keep the area accessible and free of such obstructions as bushes, fences, wood piles, furniture, etc.

Meter size will be determined by the Westfield Water Resources Department based on information regarding flow requirements supplied by the applicant for water services. Large meters (1 ½ " or larger) shall be installed with a bypass around the meter with a valve, locking device, seal and test port so that the meter may be changed, tested or repaired without shutting off the water supply to the property.

The property owner is responsible for protecting the service line and meter from damage and freezing. The owner shall be responsible for all costs associated with any necessary repairs or replacement.

All water must be metered and paid for whether used or wasted. A base charge shall be assessed for water service from the date the water is turned on.

No Right to Furnish Water to Other Premises

A consumer shall not be permitted to supply the premises of another person with water, except in special emergencies and then only with the approval of the Water Superintendent.

Meter Seals

All meters shall be sealed. No person other than authorized Westfield Water Resources Department personnel shall remove a meter. Where a meter has been found to have been unlawfully removed or the seals broken, water service shall be immediately shut off. Water service will not be resumed until the owner has paid calculated charges for the estimated water usage and water shut off and turn on charges.

A fee will be imposed on any person(s) found to have tampered with Westfield Water Resource Department water meters.

Meter Testing

When requested in writing by a property owner or his/her authorized agent, the Westfield Water Resources Department will test a water meter. If the meter is found to be registering 2% or more above

the amount of water that is actually passing through, the owner's bill(s) will be adjusted to reflect corrected consumption. The owner will pay costs associated with meter testing when the meter tested is found to be registering normally - under 2% of the water actually passing through.

Billing and Collection

Bills for the use of water and for other charges shall be prepared by the Westfield Water Resources Department and shall be committed to the City Collector for collection. Such bills shall be sent to owners of property served by the city water. The owner of the property served with city water shall be responsible for payment of bills for water and other water service related charges.

The Westfield Water Resources Department will deliver bills through use of the U.S. Postal Service. The failure of a customer to receive a bill will not relieve them from their obligation to pay said bill. The Westfield Water Resources Department shall not be responsible for failure of a customer to receive a bill, demand notice, shut off or other notice.

Water bills are due upon receipt and shall be deemed delinquent on the date indicated on the bill form, which is sixty (60) days after the billing date.

The amount of water consumed as registered by the water meter serving the property shall be used to determine the water usage charge. No rebate or discount will be allowed because of leaks, open faucets or other water loss causes.

Nonpayment of Water Bills

Water service may be terminated to any premise where a water bill is unpaid sixty (60) days after the same is due. The water supply will not be reconnected until the amount due together with any late fees and charges for the shutoff and turn on is paid in full.

Estimated Bills

Whenever a meter in service is found not to register, and or if access to read meter cannot be obtained, the Westfield Water Resources Department shall render an estimated bill based on the average amount registered over a similar period or other reliable information related to the customer's usage patterns.

Rates and Fees

The Board of Water Commissioners has the sole power to determine and assess water rates and fees.

Extensions of Water Mains

All extensions or improvements to the City's Water Distribution System require the approval of the Board of Water Commissioners. The Board shall be under no obligation at any time to make any extensions to existing water lines.

All requests for extensions to the City's distribution system shall be in writing to the Board of Water Commissioners.

Water main extensions may also be initiated through the **Betterment Process**.

An applicant for the extension of a water main must enter into a written agreement with the Board of Water Commissioners. This agreement will contain such provisions and stipulations as deemed necessary to protect the interest of the City of Westfield and the Westfield Water Resources Department.

Once accepted by the City, the new water main installation including all appurtenances shall become the sole property of the City of Westfield and will be under the exclusive control and management of the City of Westfield. Partial service lines shall be extended to all abutting properties along the route of the main extension. Location of service lines shall be determined by the Water Superintendent.

No contractor will be allowed to perform water main extension work until evidence has been presented to demonstrate that the contractor has the necessary facilities, experience, ability and financial resources to perform the work in a satisfactory manner and within the time stipulated.

Contractors may be required to furnish formal sworn statements as to their experience and financial status.

Contractors may be required to furnish a complete statement as to their origin, composition and manufacture of any or all material proposed to be used in the construction. A performance bond may be required to cover the entire cost of the water line improvements plus ten (10) percent. The duration of the bond shall be until such time as the water line improvements are accepted by the city.

The developer shall pay the Westfield Water Resources Department a fee based on linear footage of main to be installed to defray the administrative, legal and engineering expenses of the Westfield Water Resources Department in connection with the proposed installation. The sum due shall be defined in the rate schedule determined by the Board of Water Commissioners.

Safe Surface Elevation

The City's **safe surface elevation** is set to three hundred feet (300 ft.) above sea level. Above that elevation the City cannot meet state minimum pressure requirements to service connections.

No water main may be installed at or above this elevation and water service will not be provided to any proposed service connections with fixtures above this elevation. Booster pump stations and booster pump systems may not be used to meet minimum pressure requirements.

Fire Protection

All fire hydrants installed on the Westfield Public Water System are for the use of the Westfield Fire Department for extinguishment of fire and the Westfield Water Resources Department for water system maintenance. These hydrants are not to be used for any other purpose without the prior written authorization of the Westfield Water Resources Department.

Private Fire Hydrants

With the permission of the Board of Water Commissioners, private fire hydrants may be installed on the customer's property. These hydrants are for fire extinguishment purpose only. Any other use will result in discontinuation of service. All private fire hydrants must be installed in accordance with the specifications and standards of the City of Westfield. All private fire hydrants will be charged a Standing Ready to Serve charge.

Fire hydrants on private property must be inspected and serviced periodically by a licensed fire sprinkler fitter in order to remain in good working order. All inspections and repairs necessary for proper operation of private hydrants shall be the responsibility of the property owner. The Westfield Water Resources Department also reserves the right to inspect any private fire hydrant attached to the city's water system.

Private Fire Connections

All private fire connections will be charged a **Standing Ready to Serve** charge.

Fire Sprinkler Systems

The Board of Water Commissioners may authorize the connection of private fire sprinkler systems to the City's water mains. Private fire sprinkler systems must be served by dedicated taps off the water main and be protected with a proper backflow prevention device. Connections or taps on dedicated fire lines for purposes other than fire protection is strictly forbidden.

Dedicated mains serving fire sprinkler systems must be installed by licensed fire sprinkler professionals from the property line and into the structure served. Westfield Water Resources Department personnel will inspect and approve the work prior to backfill.

Underground Fire Systems and Mains

Underground mains serving fire hydrants and fire sprinkler system installed on private property are extensions of the City's Water Supply distribution System and, as such, may only be installed as approved by the Board of Water Commissioners. These private fire lines must be installed in accordance with the specifications and standards of the City of Westfield. No alteration or connection to these lines will be allowed unless approved, in writing, by the Westfield Water Resources Department. Any leaks detected in private fire systems must be repaired immediately. Any repairs necessary for proper operation of private fire systems shall be the responsibility of the property owner. Repairs shall be made under the supervision of the Westfield Water Resources Department.

No valves may be operated on any main servicing fire sprinkler systems or fire hydrants without the prior approval of the Westfield Fire Department and the Westfield Water Resources Department.

Fire Pumps

Any property owner desiring to install a fire pump as part of the fire protection system for their property must complete a fire pump permit and submit it to the Water Superintendent for approval. A permit

fee to be established by the Board of Water Commissioners will be required with the completed permit. The fire pump design must incorporate an automatic low suction pressure cutoff switch or slow closing valve set at a minimum of 20 psi.

Testing Fire Systems

No water shall be taken or used through private fire systems for the purpose of testing unless the Superintendent issues written permission. Such test must be conducted under the supervision of the Westfield Water Resources Department

If the use of a private fire service is abused, the Westfield Water Resources Department reserves the right to require the installation of an appropriately sized fire flow meter at the expense of the property owner.

Private Fire Protection Charges

The private fire protection charges are compensation for standing ready to serve and the use of water is not allowed except for actual extinguishing of a fire or for system test. If water is used otherwise, an actual or estimated consumption charge will be imposed. Sprinkler fees are based on the line size from the water main to the inside of the building.

Temporary Use of Hydrant

The Westfield Water Resources Department may issue permits for the temporary use of a fire hydrant. Permits will authorize yearly, monthly or daily uses of water.

No person other than Fire Department or Westfield Water Resources Department personnel shall operate a public or private fire hydrant in the City of Westfield without obtaining a permit from the Westfield Water Resources Department.

Cross Connection Control Program

The Westfield Water Resources Department will maintain a Cross-Control Program in accordance with the requirements of the State of Massachusetts regulations 310CMR22.22.

No person shall install or maintain any unprotected connection whereby water from any system of unknown quality may enter the public water system or the consumer's potable water system.

The Westfield Water Resources Department will not supply water to any premise served by a private well or other water supply system.

The Westfield Water Resources Department shall have the right to enter premises served by the public water system at all reasonable times for the purpose of making surveys and investigations of water use practices within the premises. Upon request, the consumer shall furnish the Westfield Water Resources Department information on water use practices within the consumer's premises.

Where Protection Is Required

An approved backflow prevention device shall be installed on each branch line in a consumer's water system where a real or potential health, pollutional or system hazard to the public water system exists.

Backflow Prevention Devices

Any backflow prevention device required by these or other applicable regulations shall be of a type approved by the Massachusetts Department of Environmental Protection. These devices shall be repaired, overhauled or replaced at the expense of the consumer whenever they are found to be defective. Records of such inspections, test, repairs and overhauls shall be kept by the consumer and provided to the Westfield Water Resources Department. The Westfield Water Resources Department reserves the right to check backflow prevention devices at its discretion.