

**Water Ordinances**  
For  
**The Town of Canaan**

Article 1 Purpose

1. To establish a water user charged system which assesses each lot owner for his or her fair share of the operating and applicable capital costs of the Canaan Water System.
2. To promote conservation and wise stewardship of a most precious resource.
3. To establish clearly defined conditions of service, billing and collection terms and procedures, and other necessary requirements to insure effective and efficient customer service and Water Department operations.

Article 2 Repeal of conflicting ordinances and regulations

Ordinances and regulations or parts thereof in conflict herewith are hereby repealed.

Article 3 Severability Clause

1. The invalidity of any section, clause, sentence, or provision of this ordinance shall not affect the validity of any other part of this ordinance, which can be given effect without such invalid part or parts.

Article 4 Definitions

1. "Curb Stop," shall mean the primary on-off valve on an individual customer/owner water service line usually placed near the customer lot/public right-of-way boundary and maintained by the Department. Sometimes referred to as a "shut-off" or "standpipe."
2. "Department," shall mean the Canaan Water and/or Sewer Department/s.
3. "Lot," shall mean an area of land recognized by tax maps and recorded deeds on file with the Town of Canaan and the State of New Hampshire.
4. "May," is permissive.
5. "Shall" is mandatory.
6. "Sub-meters/Metering," shall mean the practice of installing separate meters on building internal plumbing service lines to meter the water and/or sewer usage to each tenant dwelling area, business area, or industrial process area.
7. "Commission," shall mean the persons charged by the Board of Selectmen with overall responsibility for the management of the Canaan Water and Sewer Departments.

Article 5 Contract

- I. The rendering of service by the Department and acceptance thereof by the customer shall be deemed a valid contract between the parties, their heirs, assigns, and successors, including and subject to all provisions of this ordinance to include conditions of service, rates, rules and regulations applicable to the service whether or not a signed contract is delivered by the customer and accepted by the Department.

Article 6 General Service Conditions

Section 1. Water Units. A water unit, applicable to both water and sewer hookups, is defined as one gallon of water passing through a water meter.

Section 2. Service Connections – Responsibility For

A Water Connections. The Department shall maintain the service pipe from the water main to and including the curb stop, the location of which shall be determined by the Department. The service pipe from the curb stop to the owner's premises shall be installed and maintained by the owner. Owners are responsible for damages due to negligence to the curb stop box and cover and/or meter pits and covers. Owners shall keep the curb stop and meter pit covers free of any obstruction, which would hinder easy access by the Department.

B. The owner(s) of all houses, buildings, or property used for human occupancy, employment, recreation, or other purposes, situated within the Town and abutting on any street, alley, or right-of-way in which there is not located or may in the future be located a public water supply of the Town, is hereby required at the owner's expense to install suitable water facilities therein, and to connect such facilities to the Town's public water in accordance with the provisions of this ordinance, within ninety (90) days after date of official notice to do so, provided that said public water is within one hundred fifty (150) feet (46.0 meters) of said house or building.

Section 3. Metering Required (see Article 8)

A All customers taking water from the Canaan water system and/or to discharge wastewater to the Canaan sewer system shall have incoming water use determined by a meter. The volume of effluent water discharged to the sewer system shall be determined as a direct proportion from the incoming water meter reading.

B. Meters which cannot be read during the scheduled meter reading date/s or which may have malfunctioned may subject the customer to having the volume measurement estimated based on the customer's usage history and any other pertinent information supplied by the customer or known to the Department. No more than two (2) consecutive estimations will be made for any one meter, after which the customer must provide safe access to the meter location so that the next bill can be based on an actual meter reading.

C. Sub-metering. A master meter shall be installed upstream of any sub-meters to totalize all incoming water. The Department will not be responsible for the installation and maintenance of sub-meter (see Section 6 of this article).

Section 4. Charges.

Rates for Use – Dated 12-13-11

**Rates for Usage**

<b>Water</b>		<b>Sewer</b>	
<b>Min. Avail.</b>		<b>Min. Avail.</b>	
<b>Charge</b>	<b>30</b>	<b>Charge</b>	<b>30</b>
<b>Date 12-13-11</b>			
<b>Base Use Up To</b>	<b>8000</b>	<b>Base Use Up To</b>	<b>8000</b>

<b>Rate</b>	<b>0.0067</b>	<b>Rate</b>	<b>0.012</b>
	<b>Per Gallon</b>		<b>Per Gallon</b>
<b>Level 2- 8,001 to</b>	<b>12000</b>	<b>Level 2- 8,001 to</b>	<b>12000</b>
<b>Rate</b>	<b>0.006</b>	<b>Rate</b>	<b>0.0095</b>
<b>Level 3 - above</b>	<b>12000</b>	<b>Level 3 - Above</b>	<b>12000</b>
<b>Rate</b>	<b>0.003</b>	<b>Rate</b>	<b>0.006</b>
<b>Capital Age</b>	<b>41</b>	<b>Capital Age</b>	<b>50</b>
<b>Capital Funds to be raised</b>	<b>\$ 1,000,000</b>	<b>Capital Funds to be raised</b>	<b>\$ 1,000,000</b>
	<b>\$ 24,390</b>		<b>\$ 20,000</b>
<b>Capital Rate</b>	<b>\$ 0.002439</b>	<b>Capital Rate</b>	<b>\$ 0.002000</b>

#### CREDITS FOR 2012 & 2013

Any total combined water and sewer charge that exceeds the fourth quarter charge of 2011 by more than \$200 shall receive a credit against the bill equal to the amount in excess of \$200 at 100% for the first quarter of 2012, at 75% for the second quarter of 2012, at 50% for the third quarter of 2012 and at 25% for the 4th quarter of 2012 and all quarters of 2013.

#### Minimum Availability (Special Benefit) Charge Calculation

Each customer shall be billed a minimum charge in the event that the customer is connected but there is no flow.

That charge shall be composed of and in accordance with the following: A capacity charge of \$30 per quarter for water and a capacity charge of \$30 per quarter for

**sewer (if applicable) and the Capital Charge for water and sewer based on anticipated flows of 12,000 gallons per quarter. The 12,000 gallons represents the state average flow per residential dwelling. THERE IS NO OPERATIONAL EXPENSE CHARGED AS PART OF THE AVAILABILITY CHARGE.**

Section 5. Water and Sewer Service Resale

Resale for profit of municipal water or municipal sewer service is strictly prohibited. Landlords may sub-meter multi-tenant buildings, but may not charge tenants in excess of the per gallon cost to the landlord from the Departments for water and/or sewer service.

Section 6. Prohibition on Furnishing Water

No customer will be permitted to supply water to another lot owner, except as approved by the Department, and only on a temporary emergency basis.

Section 7. Interruption of Service: Limitations of Liability

- A. Limitations of liability. No customer shall be entitled to damages, or to have payment refunded, for any interruption of supply. Occasioned either by an accident to any portion of the water and/or sewer systems, or by shutting off for the purpose of additions or repairs to the water and/or sewer systems, or by the stoppage or shortage of the supply due to causes beyond the control of the Departments, such as excessive drought, excessive use of and waste of water by the customers, or by leaks or defects in the pipes.
- B. Notice of Interruptions. When it becomes necessary to shut off the water from any section of the Town, because of an accident or for the purpose of making changes or repairs, the Department will endeavor to give timely notice to as many of the customers affected as time and the character of the repair or accident will permit, and will, so far as practical, use its best efforts to prevent inconvenience and damage arising from any such cause. Failure to give such notice will not render the Town responsible or liable for any damages that may result from the shutting off of the water or any coincident condition.
- C. Interruption Without Notice. The Board of Selectmen reserve the right to shut off the supply of water without notice in the case of an accident, or to make repairs, and in the cases of severe drought or short supply, to restrict the use of water or to shut off the water from all places when in their judgment the supply for the time being can be suspended. Persons having boilers or other appliances on their premises, depending on the pressure in the pipes, and to keep them supplied with water, are hereby cautioned against the danger from the sources and are required to provide, at their own expense, safety devices, approved by the authority having jurisdiction, to protect themselves from danger. The Town will not be liable for damages to any person or premises, resulting from shutting off the water from any main or service, even in cases when no notice is given.

Section 9. General Limitations of Liability

- A. The Town will not be responsible for damages caused by discolored water which may be occasioned by the cleaning of the water mains or reservoirs, the opening and/or closing of any valve or hydrant, or for any other cause when not due to the lack of reasonable care by the Department.
- B. The Town shall not be bound to any promise, agreement, or representation made by any of its agents or employees that is contrary to the letter or intent of the requirements and provisions of this ordinance.

## Article 7 Customer Billing

### Section 1.

Responsibility for Charges. (Ref: RSA 38:22) The current owner of the lot for which water and sewer service has been allocated and charges have accrued shall be held responsible for payment of those charges.

Additionally:

- A. Real Estate Transfers: A buyer of a lot for which there is previous or current balance due for water and/or sewer services, shall be held responsible for the payment of those charges and/or late payment fee when due. The Water/Sewer Commission will assist in real estate transfers to help insure that all parties are aware of charge due, but accepts no responsibility for failure of a new owner to receive payment from the previous owners for outstanding water and/or sewer charges. A property transfer fee will be billed to the account being transferred for water and/or sewer service, for calculating pro-rated charges as of the date of closing or another designated date.
- B. Name and Address Changes: Customers are responsible for informing the Water / Sewer Commission as to current mailing addresses. Bills mailed to a current address, so far as the Water/Sewer Commission have been informed, are considered to have been received by the owner and are due and payable.
- C. Rental Property Owners: Whether the bills for water/sewer services have been sent to the landlord and/or the tenant/tenants, the charges accrued is the ultimate responsibility of the owner.
- D. Billing Cycle: All customers shall be billed quarterly (every three months). Meters will be read on or about the end of each quarter. Quarters will be January-March, April-June, July- September, and October-December. Bills will be sent out within 10 days of the meter reading.
- E. Terms: The net amount of the bill is due within 30 days from the date of billing. Payments made by mail shall be posted as of the postmark of the envelope.
- F. Late Payments Notice and Penalty: If the full payment has not been received on the 30<sup>th</sup> day, interest will start being applied to the account balance. A late notice will be sent out on the 31<sup>st</sup> day, which will indicate that your payment has not been received and you have 30 days to pay the balance or water/sewer services will be shut off. If after the additional 30 days the balance and penalties is still not paid, the Departments, on the 61<sup>st</sup> day from the date of billing, will visit all the service sites that still has an unpaid balance and place a door hanger on the door. The door hanger will give final notice that the account must be paid by the indicated date or water/sewer services will be immediately shut off. Even after services have been shut- off, it is understood that penalties and interest will still continue to be applied towards the account.
- G. Liens: All charges for services furnished to customers shall create a lien upon the real estate where such services are furnished. All associated costs for the lien process will be billed to the customer's account to include a Lien Processing Fee.
- H. Additional Collection Costs: Any other required legal fees and associated costs incidental to any special actions required to collect a delinquent amount will be billed to the customer's account.
- I. Returned Checks: Customers will be billed a fee for processing checks returned for insufficient funds. Additionally, late fees and penalties may be assessed if the returned check results in the bill being paid late.

### Article 8. Discontinuance of Service

(Ref. NH Code of Administrative Rules, PUC Chapter 603.08)

#### Section 1. With Notice:

The Department shall have full authority to discontinue services. with notice. if the customer/owner:

- A. Has failed to pay the end of the quarterly billing or any other bill for services as well as interest and penalties that may have applied.
- B. Has failed to abide by the terms of the payment agreement\
- C. Refuses access to their premises for: a necessary inspection of the meter or backflow prevention device, or, for the purpose of determining unauthorized use of the sewer system per the Canaan Sewer Ordinances, inspection of customer sewer piping, processes, and/or appurtenances.

Section 2. Without Notice:

The Departments shall have full authority to discontinue service to any customer/owner without notice if:

- A. There exists fraudulent use or procurement of water and/or sewer service. or tampering with the connections or meter and/or backflow devices, or conditions dangerous to the health, safety or utility service of others, or a clear and present danger to life, health, physical property or to the Department's ability to serve other customers.
- B. The customer has clearly abandoned the premises.
- C. The customer fails to repair a customer maintained meter or backflow prevention device within ten days of notice to do so.
- D. The customer's water or sewer pipe is defective or has been damaged to an extent as to render further service to the property contrary to prudent operation of the municipal water and sewer systems.

Section 3. Disconnection Notices

- A. The first notice of disconnection is included as part of the overdue payment notice that is sent out on the 31<sup>st</sup> day from the date of billing. The final notice is on the 61<sup>st</sup> day after the billing date, and that is in the form of a door hanger.

Section 4. Procedures for Accomplishing\_ Disconnection:

- A. The Department may disconnect service for nonpayment between the hours of 8AM and 4PM on any authorized business day.
- B. On the day before the service is to be disconnected, a Department employee or representative will leave a notice in the form of a door hanger.
- C. If the Department sends an employee to the customer's premises for the purpose of disconnecting service and the customer offers to pay the bill in full, the employee shall leave the service intact and direct the customer to go immediately to the business office and tender payment there. Under no circumstances will an employee accept a payment in the field.
- D. The Town accepts no responsibility for any damages to furnaces, appliances, and other private property, which might result from discontinuance of service.
- E. A disconnection fee will be charged to the customer's account upon disconnection.

Section 5. Restoration of Services

- A. The Department shall restore services promptly upon the customer's request when the cause for disconnection has been removed.

B. The Department shall endeavor to restore service during the business hours of the day of the request. When the customer requests that service be restored at other than regular business hours, the Department may comply, but is under no obligation to do so.

C. A restoration fee will be charged to the customer's account upon reconnection.

#### Section 6. Special Disconnection Notice Procedures for Landlord- Tenant Customers (Reference RSA 139:1)

A. Follow procedures that have been laid out in Article 7- Section 1 - Part E, and Article 8- Section 3- Part A with the addition of an extra notice that is described in RSA 139:1. This notice will be hung on the door/doors of the site where the services are to be disconnected 7 days prior to the disconnection.

B. It is the property owner's responsibility to notify the Water/Sewer Commission of any tenants. The Town accepts no responsibility for any discontinuance of service to a tenant if they have not received any notification of the tenant's existence.

#### Article 9 New Customer Fees and Charges

##### Section 1. General Requirements

Owners of lots desiring to make hookups to existing water and/or sewer mains will be charged the following:

A. Application Fee: The application fee is a non-refundable, payable in advance, and is used to cover the administrative costs of processing an application and minor technical review.

B. Engineering, Technical, and Administrative Services: Special engineering, technical and administrative service which might be required due to the complexity of the proposed connection, such as for industrial and commercial applications, will be the responsibility of the owner.

C. Construction Deposit: A deposit equal to the estimated cost of completing the connection from the main to the private property line may be required to be placed in escrow, if, in the opinion of the Board of Selectmen, circumstances warrant. The escrow fund shall be subject to the following:

1. The Town of Canaan shall be the escrow agent. The escrow amount shall be deposited into an interest bearing account in a local financial institution. The owner shall be provided with deposit and interest balances upon request.
2. The Town has full authority to use the escrowed deposit to pay for the correction of any deficiencies in the construction of the connection.
3. Once the construction has been completed in accordance to all department construction standards and to the satisfaction of the Town. The deposit along with any interest, less a 10% retainage and any amount used to correct any construction deficiencies, will be returned to the owner within ten working days from the date of final completion.
4. The 10% retainage may be used by the Town to correct any settling of roadways, faulty paving and other deficiencies that may become apparent within one year of the completion of the connection.
5. The 10% retainage, plus the interest, less any amount used to correct construction deficiencies, will be returned to the owner within 10 working days of the end of the one year period.

D. Cost of Connection: The customer shall pay the full cost of the connection from the main to the foundation. The costs would include, but not limited to:

1. Materials: Pipe, Valves, Bedding and Blanket Materials, Fill. and Paving Materials.
2. Tap of the main.
3. Cost of State and other permits.



4. Labor and equipment, whether supplied by the department or by a subcontractor to include special police details for traffic control.
5. Landscaping of public right-of-ways and disturbed abutter property.

E. Inspection of the Connection Construction: The customer will be charged a connection construction fee if the inspection can be made by a Department representative. If the complexity of the connection requires registered engineer construction inspection services, the full cost of such inspection shall be billed to the customer.

F. Meters: New customers will be charged for the meter, meter setting materials, and a meter installation fee.

G. Back-flow Preventers: All customers are required to furnish and have installed an approved back-flow preventer.

## Section 2. Payment Arrangements

The Board of Selectmen shall have full authority to establish administrative control procedures to insure that payment for services for new hookups is appropriately required and made in a timely fashion.

## Section 3. Withholding of Services

The Town reserves the right to withhold services to a new customer until all expenses associated with the new hookup has been cleared, this includes payment of all subcontractors engaged by the customer. Additionally, building permits and certificates of occupancy may be withheld until such time as all bills have been paid.

# Article 10 Water Meters & Back-Flow Preventers

## Section 1. Meters Required

All property owners shall provide an area within the building being served, a clean, dry, warm and easily accessible place, in accordance with Department construction standards for the installation of a water meter and back-flow preventer. The meter shall be installed as to record all water entering the premises. If the owner cannot provide a suitable location for the installation of the water meter and back-flow preventer within the building, then the owner shall at his own expense, install an outside meter pit in accordance to the Departments construction standards. If, in the case of a private water system being metered, the water quality is such that the meter may not operate properly, the owner may be required to install and maintain a filtering device upstream of the meter.

## Section 2. Water Meter and Back-Flow Preventer Specifications

All water meters and back-flow preventers and the installation there of shall be specified by Department construction standards.

## Section 3. Access Required

Department personnel carrying proper identification shall be permitted access to the building interior for inspection, testing, and maintenance of the meter and back-flow preventer.

#### Section 4 Installation

The customer shall have the meter setting materials and back-flow preventer installed by a licensed New Hampshire plumber or Water Department personnel in accordance with Department construction standards. The customer shall notify the Department at least one week in advance of the date a Department maintained meter is desired to be set. Department personnel will set the Department maintained meter and wire the remote reading device, if required.

#### Section 5 Meter Testing and Maintenance

Water meter will be tested and maintained in accordance with the following:

- A. Meter shall be maintained within an accuracy of plus or minus 3%
- B. The percentage of error being taken as the algebraic sum of the errors at the intermediate and maximum rates of test flow, as set forth in the attached Test Flow Table, divided by 2.
- C. The Department shall maintain smaller meters in accordance with the following:
  - 1. 3/4 " and smaller meters shall be replaced or tested and repaired every 10 years.
  - 2. Meters larger than 3/4" but no larger than 2" shall be tested and replaced every 4 years, the cost of which shall be billed to the customer.
  - 3. Meters larger than 2" shall be tested on an annual basis, by a testing firm that is engaged by the Department. The cost of the test will be billed to the customer. The customer shall arrange to have the meter repaired or replaced if necessary, within 10 working day from testing date. If, this requirement is not followed, the customer shall be subjected to discontinuance of water and/or sewer services.
- D. Customers who question the accuracy of the meter, may request to have the meter tested. If the meter is proven to be inaccurate the customer's bill will be adjusted accordingly. If the meter is proven to be accurate, the customer will be charged for the meter test. If the meter is not a Department maintained meter, the customer will be charged for the testing, regardless of the test results.
- E. Upon request, meters will be re-read by the Department, free of charge.

#### Section 6 Customer bill Adjustment for Meter Error

A. Calculation of error: For meter test made by the Department at the request of a customer, the correctness registration of the meter and its performance in service shall be judged by its average error in accordance with Paragraph A of Section 5 of Article 10.

B. Adjustments:

- 1. Fast Meters: If a meter is found to register in excess of 103% of the correct amount, the Department shall refund or credit to the customer an amount equal to the charge for the excess amount billed for the previous 12 months, or back to the last date the meter was tested, whichever is the shorter period. However, if the time when the error first developed or occurred can be definitely fixed, the amount to be refunded or credited is to be based thereon.
- 2. Slow Meters: If a meter is found to register less than 90% of the correct amount, the Department may make a charge to the customer for the unbilled amount that has been supplied for the previous 12 months, or back to the last date the meter was tested, whichever is the shorter period. However, if the time when the error first developed or occurred can be definitely fixed, the amount to be refunded or credited is to be based thereon.

#### Section 7 Back-Flow Preventer Testing and Maintenance

The customer will be required to test and maintain, at his own expense, all types and sizes of back-flow preventers. All testing and maintenance on back-flow preventers will be in accordance to the Department's requirements and specifications.

#### Section 8      Damage to Water Meters & Back-Flow Preventers

Customers shall be charged for damage to Department maintained water meters and back-flow preventers resulting from customer negligence, such as, but not limited to, freezing and hot water damage.

#### Section 9      Pulling and Re-Setting Meters

Customers will be charged for pulling and re-setting a Department maintained meter. Meters must be pulled, by authorized Department personnel only. Customers shall notify the Department five working days in advance of the date they desire the meter to be pulled or re-set.

#### Section 10     Tampering Prohibited

Under no circumstances shall anyone other than an authorized employee of the Department or Department approve service break the security seals of a meter, remote reading device, or back- flow preventer. Customers shall not attempt to repair a Department maintained meter, remote reading device, or back-flow preventer or disturb their installation in any way. Anyone found to have tampered with a meter or a remote reading device to render it inoperative or inaccurate may be subject to such fines as may be permitted by law. Destroyed or damaged seals shall be considered prima facie evidence of tampering by the customer.

#### Section 11     Meter and Back-flow Preventer Replacement Fund

Customers having Department maintained meters 3/4" and smaller and/or Department maintained back-flow preventers, shall be charged a quarterly fee to be placed in a Water Department account for the eventual replacement of the meter and/or back-flow preventer.

### Article 11 General Services

#### Section 1      Private Work Prohibited

Water and Sewer Department personnel shall not repair or install nor shall Department equipment be used to repair or install private water and/or sewer lines without written authorization from the Board of Selectmen, except in the case of a dire emergency. The Departments must report the completion of emergency repairs to private services requiring the use of Department labor and/or equipment immediately to the Board of Selectmen. Except for Department maintained meter and back-flow preventer servicing, Water and Sewer Department personnel are strictly prohibited from repairing, installing, or altering interior building plumbing.

### Article 12 Violations and Penalties

#### Section 1      Violations

Any person found to be violating any provision of this ordinance shall be served by the Town of Canaan with written notice stating the nature of the violation and providing a reasonable time limit for the satisfactory correcting thereof. Each day any such violation shall continue, shall be deemed a separate offence. The offender shall, within the period of time stated in such notice, permanently cease all violations. Actions which may be taken by the Town, in addition to those stated elsewhere in this ordinance and other applicable ordinances, include ex parte temporary judicial injunctive review, entry onto private property to halt the violations, termination of services, or demand of specific action by the person.

## Section 2 Penalties

Any person found to be violating any provisions of this ordinance shall be fined in the amount not to exceed \$100.00 per day of such violation.

## Section 3 Tampering with the Municipal Water System

A. Any person who tampers with, or makes a threat to tamper with the municipal water system shall be guilty of a class B felony.

B. Any person, who tampers, attempts to tamper, or makes a threat to tamper with the municipal water system shall be liable to the State. Upon suit brought by the Attorney General for a civil forfeiture not to exceed \$50,000 for such tampering, or not to exceed \$:25.000 for such attempt or threat.

C. In this section, the term, "Tamper-' means:

1. To introduce a contaminant into the municipal water system with the purpose of harming persons.
2. To otherwise interfere with the operation of the municipal water system with the purpose of harming persons.

## Section 4 Injuring Property: Water System

Any person who shall willfully injure any of the property of the Department used in supplying water to customers, shall be guilty of a misdemeanor if a natural person, or guilty of a felony if any other person. Such person shall also forfeit and pay to the Department 3 times the amount of actual damages sustained, to be recovered in an action on the case.

## Section 5 Liability

Any person violating any of the provisions of this ordinance shall become liable to the Town for any expense, loss, or damage occasioned by the Town by reason of such violation.

## Article 13 Validity

1. All ordinances or parts of ordinances in conflict herewith, are hereby repealed.
2. The invalidity of any section, clause, sentence or provision of this ordinance shall not affect the validity of any other part of this ordinance, which can be given affect without such invalid part or parts.
3. The Board of Selectmen as provided by law may amend these rules at any time.

## Article 14 Ordinance in Force

1. This ordinance shall be in full force and effect from after its passage, approval recording, and publication as provided by law.
2. Passed and adopted by the Board of Selectmen of the Town of Canaan, State of New

Hampshire on the 2<sup>nd</sup> Day of March, 1998.

Steve Iacuzzi  
George Shadowens  
Tom Ireton  
Selectmen

Attest: Edward C. Morse, Town Clerk 3-2-98

**Canaan Water/Sewer  
Schedule of Rates & Fees in addition to Charges in Art. 6, Section 4.**

1. Application Fee: New Water Service; \$200.00
2. Installation Charges: New Water Service Installed or Upgrade in Size; All Labor & Materials for work done by department to install service to property line
3. Turn Off /On: On & Off for Repairs; On & Off for Non-Payment or Seasonal On & Off  
\$20 (5 Working Days Notice Required for seasonal)
4. Frozen Meter or Backflow Preventer Charges: If meter or backflow preventer is frozen and requires repair or replacement; All Labor and Material needed to Correct the Problem- \$20.00 Minimum
5. Late Payment Penalty: Payments Overdue at the end of 30 days; 12% Per Year; (Minimum \$1.00 I Month)
6. NSF Charges: Checks Returned as Non-Negotiable and includes any Late Charges,  
\$25.00 plus postage for Certified Delivery of Notification
7. Meter and Back-flow Testing: Actual testing plus labor.
8. Special Reading of Water Meters; Requested Reading Other Than  
a dispute in the Billing; Changing Files and Billing. \$20.00 during regular hours; \$35.00 All other times.
9. Property Transfer Fees: Changing files and billing \$20
10. Lien Processing Fee: \$25
11. Pull and reset meter: At request of customer; \$25 (requires 5 working days notice)
12. New customer fee: \$1,000

As amended December 13, 2011 (as to rates) and September 25, 2012 (as to format)