RULES AND REGULATIONS
FRANCONIA WATER WORKS

Revised May 1, 2016

The following Rules and Regulations made by the Franconia Water Works will, upon application for, or acceptance of service, constitute a contract between the customer and the utility will be considered to express his consent to be bound thereby, and to take water only for the purpose stated in the application and at the established rates.

1. Definitions:

   a. The word "Department" shall mean the Franconia Water Works.

   b. The word "Customer" shall mean any person, firm, corporation, utility or agency that has applied for and has been granted water supply service.

   c. The term "water service" shall mean the furnishing of water by the Department.

   d. The term "Service Pipe" shall mean the pipe running from the customer's premises to the main.

   e. The term "main" shall mean a water pipe owned, operated and maintained by the Department for the purpose of transmission and distribution of the water.

   f. The word "meter" as used herein shall mean an approved device for measuring the quantity of water used by the customer for purposes of determining service charges.

   g. The word "Commissioners" shall mean the members elected to operate the Franconia Water Works. Currently there are 3 elected commissioners.

2. Rules and Regulations:

All new services shall be metered before being allowed water. Meters shall be installed on any existing services as the commissioners see fit. The meter shall be supplied by and remain the property of the Department. The Department will maintain and test meters as necessary. It shall be the customer's responsibility to provide a suitable place for the meter that is accessible to the Department personnel or hired help at reasonable times, and to protect the meter from damage and freezing. If said meter has been damaged or frozen as a result of customer's neglect, the customer will be required to purchase a new meter.

From the curb stop to the building, the service pipe on existing services will be the responsibility the property owner.

New services will be installed by the Franconia Water Works with all charges billed to the customer. The Franconia Water Works may, at its discretion, require any new customer to have the work done by a private installer under the guidelines of the Department.

Protection Against Freezing.
All year round services must be protected against freezing. If it is necessary to thaw a frozen service, the customer shall assume the cost from the curb stop to the building and will secure a contractor other than the Department to do this thawing if available. If it cannot be clearly defined where the service is frozen, the customer will be required to assume one half of all expenses involved in thawing. At no time will the Department assist in any thawing operation inside the building.

Unauthorized Use of Water.
No customer shall supply water to another party, nor shall he use it for any other purposes not mentioned in his application without the Department approval. No person shall obtain water from any hydrant or other fixture of the Franconia Water Works without previous written consent of the Franconia Water Works.

Seasonal Customer
A seasonal customer is one who regularly takes service for a portion of the year. A seasonal customer will be subject to the Rules and Regulations as well as the rates set forth by the Commissioners.

It is the responsibility of the customer to make sure that the valves inside the house are shut off before calling to have the water turned on. It is also the customers' responsibility to make sure that the water has been turned off after calling to have it shut off in case of a shut off valve failure. The Franconia Water Works will not be responsible for any damages for valves left open.

No cross connection between the public water supply system or any other system, will be allowed unless properly protected. No new cross connections may be installed without the written approval of the Commissioners. In addition, no connection capable of causing back flow between the public water supply system and any plumbing fixture, device or appliance or between any waste outlet or pipe having direct connection to waste drains, will be permitted. If a customer fails to protect such cross connection after a time limit set by the Commissioners, service shall be disconnected.

Winter Construction
No new service pipes or extensions of mains shall be installed for the convenience of a customer during the winter months unless the customer assumes all extra expense over the ordinary construction cost. Such construction will be performed at the Department's discretion.

Access to Premises
Employees and Commissioners of the Water Works, having proper identification, shall have free access to all premises supplied with water at reasonable hours to permit the inspection of plumbing and fixtures, to set, remove, or read meters, to ascertain the amount of water used and the manner of use and to enforce these rules and regulations.

No Liability for Interrupted of Unsatisfactory Service
If, by reason of shortage of supply or for the purpose of making repairs, extensions or connections or for any reason beyond the control of the Franconia Water Works it becomes necessary to shut off the water in a main or service pipe, the Department will not be held responsible for any damages caused by such shut off and no adjustment of rates shall be made unless service is interrupted for a continuous period of Ten (10) days. In this case, a proportional adjustment of rates shall be made. Notice of shut off will be given, if practical, but nothing in this Rule shall be construed as requiring the giving of such notice. The Department will not be responsible for damage cased by discolored water or unsatisfactory water service which may be occasioned by cleaning of mains or standpipes on the opening or closing of valves or hydrants or any abnormal condition unless caused by negligence or lack of reasonable care of the Dept. The Water Department will make every effort to maintain normal pressures at all times on the distribution system, but shall not be held liable for the failure of either the supply or distribution division of its system to furnish adequately it normal quantity of water when such failures is due to the elements, natural caused, breaks, leaks, or the waste or unlawful use of water.

Repair to Meters
Meter repairs and replacements necessitated by ordinary wear will be paid for by the Department. Those caused by freezing, not water or by other caused within the control of the customer, will be charged to the customer, including cost of removing and replacing the damaged meter.

Fire Hydrants
Fire hydrants will not be used for any purpose other than the extinguishment of fires or for such other purposes as may be agreed by the Commissioners. In no case shall fire hydrants be open by a person other than an agent of the Franconia Water Works or one who has obtained written authorization from the Franconia Water Works

Turning Water On and Off

Under no circumstance will any person other than the Franconia Water Works employees be allowed to turn on or off the water service at the curb stop. The charges for turning water on and off at the customer's request shall be determined by the Water Commissioners. (See charges). If the customer does turn on or off the water and damage is caused and repairs or replacement is needed, the customer will be responsible for all expenses.

It is the responsibility of the customer to make sure that the valves inside the house are shut off before calling to have the water turned on. It is also the customers' responsibility to make sure that the water has been turned off after calling to have it shut off in case of a shut off valve failure. The Franconia Water Works will not be responsible for any damages for valves left open.

Water Restrictions

The Franconia Water Works reserves the right to limit or curtail use of water for such purposes as lawn care, car washing, swimming pools, etc., during periods of water shortage or during any other period when it becomes necessary for the common good. Failure to comply with such restrictions after due notice, shall result in termination of water service for the duration of such limitation by the Department.

Bleeds

In some cases, older mains and services have been installed without sufficient cover to prevent freezing. To prevent this, certain customers may be asked to allow water to flow continuously through a bleeder outlet during the coldest months. An adjustment will be made on the billing for this period to compensate these customers for the increased water usage. No adjustment will be made for customers who use bleeders for their own convenience rather than at the request of the Franconia Water Works.

Waste of Unmetered Water

Customers on flat rate schedules must prevent all unnecessary waste of water. They shall not allow it to run to prevent freezing unless requested by the Department. Water will not be supplied on flat rate schedule for any continuous flow devices. The Commissioners shall decide what constitutes waste or improper use and shall restrict the same when necessary.

3. Billing:

a. Water bills are presented on a quarterly basis and are computed on the basis of consumption as determined by the meter readings plus the standard meter rental cost.

b. All billing for the use of water shall be made to the owner of the property as listed on the Town of Franconia Tax Records. Outstanding water bills are a lien against the property.

c. Seasonal customers will be billed a flat rate based on the size of their meter whether the service is turned on or turned off.

d. When the meter reader is unable to read the meter, he will leave a notice card for the customer to read his own meter. It shall be the responsibility of the customer to read their own meter and notify the Department within 48 hours. If no reading is received, the Departrment will estimate the bill based on previous billings.

e. In the event of a malfunction of the water meter, an average charge for the past year will be used for billing purposes. If and when a break or leak occurs within the customers plumbing, the customer is expected to pay the amount of the bill for the water passing through the meter.

f. Main Extensions
Extensions of mains and service mains will be made upon petition of prospective customer, and or as desired by the Commissioners, subjected to the following Terms and Conditions:

1. The Franconia Water Works will extend mains in highways, streets, roads and right of ways where easements can be obtained.

2. Service mains will be approved by the Commissioners and will become the property of the Department upon acceptance.

3. With one exception to the above, a qualified contractor can make application to lay a water main with the approval of the Superintendent but said contractor will be responsible for maintenance and repair of said main for one (1) year after the finish date to the satisfaction of the Department provided material specified by the Department is used. After one year, if properly operating, the Department will assume maintenance of said main after inspection by the Department.

4. The size and kind of pipe shall be determined by the Department in accordance with conditions surrounding the extension including the possibility of future extension or the addition of fire protection service.

5. Extensions of mains and service mains shall be made only upon conditions that the prospective customer signs an agreement with the Department which shall provide that the customer and/or customers shall pay the entire cost of the extension and/or extensions applied for. A contract shall be drawn stating the terms and conditions as set forth.

g. Termination of Service
Any service may be terminated after proper notification for the following reasons:

1. An illegal service connection.

2. A cross connection to any other water supply.

3. Tampering with service connections and or meters.

4. Denial of access to a member of the Department.

5. Non-compliance with Department request to curtail use of water under conditions set forth in the Department Regulations.

6. Failure to pay a delinquent account.

h. If a bill for water service in the Franconia Water System is not paid within a reasonable amount of time, the Department reserves the right to discontinue the service. Reconnection will not be made until all previous charges for water including penalties have been paid plus the turn on and turn off fee.

These are intended to be the Rules and Regulations for the operation of the Franconia Water Works. As such, they are subject to change by the Franconia Water Works Commissioners.