

SAFETY NOTICE

Adopted: May 21, 1998

This important safety notice by the Board of Water Commissioners for Fire District No. 2 to all water customers in the Town of South Hadley. It is of paramount importance to your Board of Water Commissioners that your public water supply be safe and of the highest quality and free from any potential contamination. Therefore, notice is hereby given that the Water Department Fire District No. 2 will vigorously enforce existing rules and regulations that prohibit both the public water supply system and a private well system to enter one's home. All customers must choose between either a private or public water source and then depending upon the choice, either the municipal supply or the private well must be severed and capped from entering the home. The strict enforcement of this rule and regulation will insure that the public water system be free from any potential cross connection contamination and is consistent with 310 CMR 2.22 (2) enforced by the Commonwealth of Massachusetts Department of Environmental Protection. All homes with private wells will be inspected by the appropriate authorities in order to insure compliance.

WATER DEPARTMENT RULES AND REGULATIONS

Water bills are rendered three times during the year, on the first of the month succeeding three periods charged for, and bills are due when rendered. There is a grace period of 15 days where a discount will be given if payments are received within this time limit. Water rates and charges not paid on or before their established due date become lien upon the applicable real estate by operation of law, on the day immediately following the due date of such rate or charge.

Pursuant to a vote of the District, the Water Commissioners are instructed to shut off the water if the bill remain unpaid for 60 days. A payment (turn on fee) of \$25 dollars will be made before water will be turned on. A fee of \$25 dollars will be assessed to any account, which has been paid by a check that is returned without payment from the customer's bank. A Finance charge will be assessed to any bill, which has not been paid after 30 days.

Failure of owner or consumer to receive bill does not relieve them from obligation of payment, or from consequences of its nonpayment. The owner of property supplied with water will be charged for all water furnished to the premises during ownership. When ownership changes, the name and address of new owner should be given to the water office, at once, so that bills may be properly rendered.

When a meter fails to register the consumption, the quantity shall be estimated and the charge based on its registration for a corresponding prior quarter or period. All water passing through a meter will be charged for whether used or wasted. It is the customer's responsibility to prevent the water meter from becoming frozen during the winter months.

House Service connections from the curb stop to the meter are the property of the owner, and must be maintained by the owner. The water meter and valve is the property of the Water Department.

The property owner must keep the meter on their premises easily accessible for reading and servicing at all times. The Water Department reserves the right to read, inspect or service the meter at any time.

The Board of Water Commissioners reserves the right at all times to shut off water temporarily without notice, for repairs, extensions, alterations, or other necessary work connected with the system; and for non-payment of bills, or for neglect or refusal to comply with the rules and regulations of the board.

All persons having boilers on their premises not fitted with check-valves or other safety devices, or not supplied through tanks, are notified that neither the District, nor the Water Commissioners, nor their agents or servants

will be responsible for damages resulting from shutting off the water.

Board of Water Commissioners

Frank DeToma, Chairman

Katie Fitzgerald, Clerk

Charles Scott, Member

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