

SAFETY NOTICE

Adopted: May 21, 1998

This is an important safety notice from 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 Fire District No.2 Water Department will vigorously enforce existing rules and regulations that prohibit a public water supply and a private well system to enter a residence simultaneously. All customers must choose between a private and a public water source and then depending on the choice, either the municipal supply or the private well must be severed and capped to prevent it from entering the home. The strict enforcement of these rules and regulations will insure that the public water system will be protected from 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 bimonthly, on the first of the month, 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 liens 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 remains unpaid for 60 days. A fee of \$25 dollars will be charged to restore water service. A fee of \$25 dollars will be assessed to any account, which has been paid by a check that is returned for nonpayment from the customer's bank. A Finance charge will be assessed to any bill, which has not been paid after 30 days.

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

When a water meter fails to register consumption, the quantity shall be estimated and the charges 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 property 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

Kate Bedard, Clerk

Donna Russel, Member