

CARROLL WATER USE REGULATIONS

This regulation governs the use of the public water system, the installation and connection of water mains, appurtenances, and Rate Structure for the TOWN OF CARROLL, County of Coos, and State of New Hampshire. The Board of Selectmen of the TOWN OF CARROLL hereby adopts the following regulation for the management and protection of the CARROLL public water system and its associated facilities.

INDEX

Article 1	General Provisions	page 1
Article 2	Definitions	page 2
Article 3	Administration	page 3
Article 4	Compliance	page 4
Article 5	Required Connections & Facilities	page 5
Article 6	Applications for Use of Water	page 6
Article 7	Connections to System	page 7
Article 8	Building Services and Connections	page 9
Article 9	Subdivisions & Development	page 11
Article 10	Use of Town Water Supply & System	page 13
Article 11	Water Meters & Backflow Preventer	page 18
Article 12	Material Specifications	page 19
Article 13	Violations	page 21
Article 14	Payment for Services	page 22
Article 15	Validity	page 25
Article 16	Ordinance in Force	page 25

ARTICLE 1- GENERAL PROVISIONS

Section 1. General

This regulation shall be known and may be cited as the **"CARROLL WATER USE REGULATION"**.

Section 2. Object

This regulation is adopted for the purpose of protecting the TOWN's public water system and its associated facilities. The objective is to ensure a safe, reliable, and ample supply of drinking water by controlling and regulating construction of facilities and connections to the TOWN's

water system; usage of water supplied by the system and regulations of developments that may become part of the system in the future.

Section 3. Effective Date

This regulation shall take effect upon its adoption and shall remain in effect until repealed, amended or superseded. The Selectmen may revise the provisions hereof as they deem necessary based upon then-existing conditions and circumstances.

Section 4. Other Ordinances

If any other applicable regulation, bylaw, ordinance or statute differs from the provisions of this regulation, the more stringent provision shall apply.

Section 5. Liability for Damages

The TOWN shall not be held liable for any direct or consequential damages caused by shutoff(s) of mains, repairs, breaks, extensions, cleaning, flushing, termination of service due to non-payment or other interruptions. The TOWN will attempt to notify all potentially affected OWNERS of planned shutoffs when practical, but nothing in these rules shall be construed as requiring the giving of such notice.

ARTICLE 2 - DEFINITIONS

Unless the context specifically indicates otherwise, the meaning of the terms used in this regulation shall be as follows:

1. "ASTM" means the American Society of Testing and Materials. "AWWA" means the American Water Works Association. Any ASTM, AWWA or other specification incorporated by reference in this regulation shall be deemed to refer to the most recent specification or requirement, as such maybe amended or revised from time to time.
2. "Department" means the TOWN OF CARROLL Public Works Department.
3. "OWNER" means the record OWNER of property served by the Town water supply system.
4. "Private", in reference to a water main or appurtenance, refers to a part of the water supply system owned and maintained by someone other than the TOWN.
5. "Public", in reference to a water main or appurtenance, refers to a part of the TOWN water supply system that is owned and maintained by the TOWN.

6. "Shall" is mandatory. "May" is permissive.
7. "Superintendent" shall mean the person appointed by the Selectmen to administer the day to day operation of the Carroll Water Works for the Board of Selectmen.
8. "TOWN" means the TOWN OF CARROLL.
9. "Water main" means a common water pipe controlled by the Town.
10. "Water service line" means the pipe from the curb stop to an OWNERS location, and includes the corporation stop or tagging sleeve and any intermediate curb stop along the service pipe.
11. "Feeder line" means the portion of pipe from the water main up to and including the curb stop which shall be owned by the Town.

ARTICLE 3-ADMINISTRATION

Section 1. General

This regulation shall be administered by the Selectmen or designee. All forms, applications, permits or other documents necessary to implement this regulation shall be promulgated by the Selectmen. The Selectmen may adopt such rules and procedures as are necessary to implement this regulation. No waiver or exception from this regulation shall be effective unless approved in writing by the Selectmen.

Section 2. Inquiries

Unless otherwise specified by this regulation or directed by the Selectmen, all inquiries, applications and contact with the TOWN in matters relating to the water system shall be handled through the Selectmen's office.

Section 3. Proper Credentials

Any authorized TOWN employee or official, bearing proper credentials, may enter private property through which the TOWN holds an easement for the purpose of, but not limited to, inspection, observation, measurement, sampling, repair and maintenance of any portion of the water facilities lying within said easement. Access shall be obtained a manner consistent with the terms of the easement. Access to meter installations shall be afforded to the TOWN at the mutual convenience of the OWNER and TOWN.

Section 4. Hours of Operation

Hours:

The Billing Office is open Monday through Thursday from 8:30 AM to 3:00 PM and Monday evenings from 6:00 PM to 8:00PM, excluding legal holidays. The Water Department work hours are 6:30 AM to 2:30 PM Monday through Friday, excluding legal holidays. Outside of these hours, emergencies shall be reported to the Carroll Police Department at 846-2200.

All calls for work on private services or water meters before 6:30AM or after 2:30PM shall be considered after hour work and shall be subject to an emergency service call fee and may be subject to all actual costs the TOWN incurs for labor, materials, and equipment or \$100.00 whichever is greater.

Section 5. Information & Complaints

Any information regarding water services, rates, rules, etc. should be forwarded to the Town Office. Minor complaints may be made to the Town Office by telephone. All major complaints shall be made in writing and addressed to the Selectmen at the Town Office. All complaints will receive careful consideration.

ARTICLE 4 - COMPLIANCE REQUIREMENT

Section 1. Responsibility

This regulation shall apply, where appropriate, to all property in the TOWN OF CARROLL. The record OWNERS of such property shall be responsible for compliance with these regulations, but non-OWNER occupants, agents, contractors and representative shall likewise comply with its terms.

Section 2. Requirements

All services shall have a water meter, backflow prevention devices and pressure reducing valves installed. The initial water meter, backflow preventer and pressure reducing valves will be provided by the TOWN. For all meters larger than ¾ inch meters, customer will be charged the cost of the meter, minus the cost of a ¾ inch meter.

Section 3. Minimum Pressure

No water service connected to the municipal water system shall have a booster pump installed in the service line, unless the static pressure is less than 35 psi and is pre-approved by the Superintendent. In the event the static pressure is greater than 35 psi, no booster pump shall be installed on the inlet side of a backflow preventer.

Section 4. Damages

TOWN property includes all property that is installed by, accepted, maintained or under control of the TOWN, except for property installed on private property that the OWNER has agreed to maintain. Water meters, backflow preventers, control wiring, touch pads or other devices required for water consumption metering shall become TOWN property once accepted by the TOWN. The OWNER of a property is required to maintain an environment that will not damage, affect or render any device, installed by or required by the TOWN inoperable. Any damage to any TOWN property shall be paid by the party damaging the property.

ARTICLE 5 - REQUIRED CONNECTIONS AND FACILITIES

Section 1. Conformance to Requirements

All connections to the TOWN water system shall first be approved by the TOWN in such manner as the Selectmen and/or Superintendant determines, in accordance with application procedures set forth in this regulation. The materials used in, and the manner of, such installations and connections shall conform to the requirements and standards set forth in this regulation.

Section 2. Public Health

The TOWN may require existing connections and installations to be examined and replaced where necessary to protect the system or public health or welfare. The OWNER of property where connection or installation is found to be a risk to the public health or welfare will be sent a written notice by the TOWN, and will have 15 days to comply with these regulations. Service not complying after the fifteen (15) day notice will be shut off until such time as the risk to public health or welfare have been remedied to the TOWN's satisfaction.

Section 3. New Construction

All new construction that utilizes a water supply or distribution system, and which is proposed to connect to the TOWN system, shall use materials and installation methods that conform to this regulation.

ARTICLE 6-APPLICATIONS FOR USE OF WATER

Section 1. Applications

All applications for the use of water shall be made to the Selectmen's office prior to application for any required building permit or before commencing building or site work, whichever is earlier. The application shall be supplemented by plans, specifications, or other information considered necessary, in the judgement of the TOWN. Application fees shall be as provided in the Fee Schedule and shall be paid at the time the application is filed. The OWNER of a proposed connection shall be responsible for all costs associated with the installation of a new water service including the tapping of the main, saddles, piping, valves, fittings, valve boxes, meter, backflow preventer, control wiring, touch pads or other reading device, excavation, backfilling, gravel, asphalt concrete, and any other fee associated with the installation of a new service. Payment of application fees shall be deemed to cover routine costs of administration and inspection of facilities and connections. However, the Selectmen may require payment of additional costs where administrative or inspection activities involve substantially more activity than a standard installation.

Section 2. Connection Fee

Connection fees shall also be assessed in accordance with these ordinances. Connection fees shall be paid prior to physical connection of the property to the system or as otherwise required by this regulation (see Fee Schedule).

Where applicable, the saddle, corporation, curb stop, ball curb, cover and rod shall be supplied by the TOWN and installed by the TOWN.

The meter, backflow preventer, initial pressure reducing valve and meter horn will be supplied by the TOWN and installed by the OWNER at their expense. The TOWN will be responsible for the curb stop connection and the wiring touch pad.

(amended June 3, 2019)

Section 3. Additional Expenses

All costs and expenses incidental to the installation and connection of the water service shall be borne by the OWNER. Cost for review of plans by the Superintendent, if necessary, shall be borne by the OWNER prior to a permit being issued. All fees and costs shall be paid prior to the provision of water (see Fee Schedule).

ARTICLE 7 - CONNECTION TO THE SYSTEM

Section 1. Written Permission

No person, without first obtaining a written permit from the TOWN, shall use, alter, or disturb any public water main or appurtenance thereto, or uncover any connection with or opening into such a main or appurtenance.

Section 2. Tapping of Mains

No person, except an employee of the TOWN OF CARROLL or an approved subcontractor, shall tap any water main or connect any water service.

Section 3. New Services

All new water services on existing streets will, at the OWNERS expense, be laid by the TOWN, or by an authorized subcontractor, from the street water main to the property line where a curb stop will be placed. The private service from the property line curb stop into the building shall be installed by the OWNER at the OWNERS expense. The TOWN shall invoice the new water user for expenses incurred for construction of the new service within the street right-of-way or payment to the subcontractor will be made directly, as determined by the TOWN. Materials and construction standards shall meet all standards of this required regulation. That portion of the water service on private property shall be maintained by the water user. Once construction and installation have been completed and approved by the TOWN, the TOWN shall be deemed OWNER of all facilities up to and including the curb stop or gate valve at or near the property line. If there is no curb stop or gate valve, the TOWN shall be deemed OWNER to the property line or such other point as the TOWN designates. In the case of existing service or where OWNERSHIP has not clearly been designated, the TOWN shall be deemed OWNER of the facilities to the curb stop, gate valve, property line, or such other point as the TOWN determines. The TOWN shall not be deemed to be OWNER of any facilities until it accepts responsibility therefore through action by the Selectmen.

Section 4. Existing lines and Repairs

In the case of a repair where the water service line is located on the opposite side of a roadway from the subject property, the Town will own that portion of water pipe from the property line, under the roadway to the curb stop. It will be the Town's responsibility to repair and/or replace that said section and install a new curb stop on the homeowner's property line.

Section 5. Temporary Interruption of Service

The TOWN may shut off water service temporarily whenever it becomes necessary to make extensions, alterations, or repairs and may curtail its use whenever a public emergency so requires. No water user shall be entitled to damages, nor to have any portion of payment refunded, for any stoppage for the purposes of extensions, alterations, repairs, or emergency curtailment of water. The TOWN will make a reasonable effort to notify users in writing of planned shutoffs.

Section 6. Cross Connections

No cross connections with a supply of water from any other source will be allowed, whether for domestic or fire services, unless specific written approval of such connections has been granted by the New Hampshire Department of Environmental Services and the TOWN.

Section 7. Acceptance by the Town

Prior to acceptance of any connections to the water system, the Selectmen and/or Superintendant shall confirm that the facility complies with this ordinance. The Selectmen and/or Superintendant shall have authority to accept such facilities and shall require such documentation of the acceptance as is deemed appropriate.

Section 8. Bonds

The TOWN may require the OWNER to provide a performance bond or other security for performance, in a form and amount satisfactory to the Selectmen, in connection with any work related to the TOWN's water system. This surety may be in addition to any other surety required under other approvals.

Section 9. Multi-Family & Commercial

For multi-family residential or for commercial construction involving multiple units, an accessible valve with shut-off capability and a master meter shall be supplied for each separate service. The TOWN will only bill OWNERS of the property that are served by the water system.

Section 10. New Private Water Mains

Private Water mains connected to the municipal water system shall be approved by the Superintendent. All Private Water mains shall be installed to the TOWN's specifications or no connection to the municipal system will be allowed. The OWNER of the main shall be responsible for all maintenance and repairs from the connection to the municipal water main to the property line, at which point the OWNER of the property is responsible. Any connections to a private water main connected to the TOWN system shall be approved by the Superintendent and will be subject to all municipal connection and impact fees.

Section 12. Blow Offs

All dead end lines shall be approved by the Superintendent, and shall be installed with a blow off or approved hydrant to be used for flushing.

ARTICLE 8 - BUILDING SERVICES AND CONNECTIONS

Section 1. General

The size, alignment, and construction materials of a water service, and the methods used in excavating, placing of the pipe, jointing, testing and backfilling the trench, shall conform to this regulation and all other applicable TOWN regulations. If no TOWN regulations govern, the New Hampshire Department of Environmental Services Standards shall apply.

Section 2. Notification of Town

The OWNER shall notify the TOWN 48 business hours in advance of when the water service is ready for inspection and connection to the public main. The connection and testing shall be supervised by the TOWN. A DIG SAFE number shall be provided to the OWNER prior to any excavation. DIG SAFE can be reached at 1-800-225-4977 and must be called prior to the TOWN being notified.

Section 3. Protection & Repair of Town Property

All excavations for water service and main installation shall be adequately guarded with barricades and lights so as to protect the public from hazard. Streets, sidewalks, parkways, and other public property disturbed in the course of the work shall be restored in a manner satisfactory to the TOWN at the OWNER's expense. All trenches must be backfilled at the end of each workday. Steel plates may be used if approved in advance and inspected by the TOWN at the site prior to the close of the workday. The OWNERS assume all liability for work within any right-of-way. A current certificate of insurance with proper requirements must be provided by contractor performing excavation.

Section 4. Access

Construction shall not block any driveway, street, road or railroad at any time without permission of the TOWN and other controlling agencies. Every effort shall be made to permit the movement of vehicular traffic at all times. When it is necessary to cross or interfere with roads, walks, or drives, whether public or private, the OWNER shall maintain, at his own expense, and subject to the approval of the TOWN, safe bridges or other means of egress. No water connections to the main will be allowed from November 1 to April 15 unless previously coordinated and authorized by the Selectmen or it's authorized representative or for approved emergency repairs. Uniformed Police may be required to control traffic at the OWNER's expense if the TOWN or NH DOT determines it to be in the public interest to do so.

Section 5. Separate Service Line for all Properties

A separate and independent water service shall be provided for every separate tax property. The Selectmen may require a separate and independent service for multiple services within the same property based upon the nature of the service, the type of billing, and the needs of the TOWN. An existing water service may only be used in connection with new buildings or a substantial increase in service to an existing building when it is found, on examination by the TOWN, to meet all requirements of this regulation.

Section 6. Town Indemnification

The OWNER shall indemnify the TOWN from any claim, loss or damage to persons or property that may directly or indirectly arise from the installation or use of a feeder line, water meter backflow preventer or appurtenance. Notwithstanding other provisions herein, Carroll Water Works shall not be liable for any direct or consequential damages arising out of the defect or failure of any materials provided to a customer by Carroll Water Works, including but not limited to meters, backflow prevention devices, pressure valves, or piping, whether such

materials are paid for by the customer or Carroll Water Works and whether such materials are installed and/or maintained by the customer or Carroll Water Works.

Section 7. Permit Period

All water service application approvals shall become void if the connection is not completed within one year after the date of issuance, unless extended by the Selectmen.

Section 8. Water Service Separation to Other Utilities

No water main or water service shall be placed in the same trench with sewers, gas pipes, electric conduits or other similar structures except by the written permission of the TOWN and regulating State agencies.

Section 9. Connection of Electrical Ground

No new electrical ground wires from any source shall be attached to any water pipe inside buildings or to outside water services on private property.

Section 10. Water Meters

The TOWN shall provide a water meter to all new services utilizing the TOWN water system which shall be installed by OWNER.

ARTICLE 9 - SUBDIVISIONS AND DEVELOPMENTS

Section 1. Definition

In this Article, "Development" shall mean:

- (1) a subdivision involving the division of a lot, tract or parcel of land into two or more lots, plats, sites or other divisions of land for the purpose, whether immediate or future, of sale, rent, lease, condominium conveyance or building, and
- (2) the intended construction of an improvement on a tract of land for any purpose including, but not limited to, residential, commercial, agricultural, education, medical, charitable, civic, recreational and religious uses, the occupancy of which will require water service.

Section 2. Connection to Town System

The OWNER of a development within the area served by the TOWN water supply system, or within 100 feet of a water main, shall design and install, at his expense, a water distribution system to connect to the public water supply system.

Section 3. Planning Board Requirements

(a) If a development is approved by the Planning Board which is not within the service area or within 100 feet of a water main, the Planning Board may, when appropriate, require extension of the municipal water system to the subdivision and may require the OWNER to pay such appropriate amount of the costs of extension as appropriate under the circumstances. If any development is approved which utilizes a private water system, the system shall meet all standards of this regulation to provide for the possible future connection to the TOWN's system.

Section 4. Maintenance of Service

This regulation shall apply to the maintenance of services within developments except as noted.

Section 5. Fees

All permit fees, costs of inspection and other fees shall be paid as required by the regulation and other TOWN ordinances (see Fee Schedule).

Section 6. Review Period

Prior to issuance of a water connection permit, plans, specifications and design notes shall be submitted to the Selectmen's Office for review and approval in writing. A 15-day review period shall be provided prior to issuance of a permit and commencement of any construction.

Section 7. Construction Materials

Construction materials shall conform to this regulation as required and approved by the Superintendent.

(a) The Owner shall provide the TOWN with a signed affidavit that such facilities are free from debt and that all bills for materials, labor, services and other costs and that claims for damages have been satisfied and secured before turning the facilities over to the TOWN.

(b) The OWNER shall provide to the TOWN a permanent easement the width on either side of the main and water services to Town owned curb stops, for the purpose of re-laying, maintaining or repairing said main before the TOWN will assume responsibility. Additional easement widths will be provided as deemed necessary by the Superintendent.

(c) The OWNER shall agree in writing to pay for all repairs and replacements of defective structures, materials, equipment, etc. during the first year after the date of official acceptance by the TOWN. The TOWN may require the OWNER to post a bond for this purpose.

(d) The OWNER shall bear all costs for the transfer of ownership, including recording fees from the Registrar of Deeds in Coos County, and for all expenses incurred in complying with this regulation.

Section 8. Service Availability

Granting of an extension of water service to new developments will be made only after a review and determination by the Superintendent, at the OWNER's expense, that the subdivision can be adequately served relative to pressure and quantity of water available.

Section 9. Required Pressure

The minimum water pressure during peak demands shall be 20 psi at the curb stop and the static pressure shall be between 35 and 90 psi. If the Town water system cannot supply this requirement, the TOWN may consider approval of a subdivision with a hydro pneumatic booster pumping station or booster station with storage tank combinations or pressure reducing valve to provide adequate flows and pressures based on ISO and NH DES guidelines.

Section 10. Disinfection

All water pipes must be disinfected by the OWNER. A water sample must be tested for bacteria by a certified lab, with the results sent to the TOWN. Disinfection procedures shall comply with AWWA Standard and New Hampshire Department of Environmental Services Standards.

ARTICLE 10- USE OF TOWN WATER SUPPLY AND SYSTEM

Section 1. Hydrant Operation

No person, except a firefighter or Approved Town Employee for the legitimate purpose of extinguishing fire or other official purpose, shall open any hydrant without consent of the Selectmen.

Section 2. Construction Standards

Water Piping Appurtenances: construction and installation of water piping, including mains, services and all appurtenances, shall comply with the specifications and requirements stated herein.

2.1 Reference Drawings

Prior to construction, the OWNER shall consult with the Water Department and obtain the Superintendent's approval of the location of the main and water service. An OWNER requiring a service line greater than an inch in diameter shall submit a plan to the TOWN to show the layout of the work prior to any construction. The plan designed and stamped by a Registered Professional Engineer shall show the specific location of the water piping as approved by the Water Department.

2.2 As-Built Drawings

An OWNER requiring a service line greater than an inch in diameter shall, at the completion of work, supply the TOWN with 2 sets of plans showing the as-built location of the water piping and appurtenances. The as-built plans showing the location shall be to an accuracy of plus or minus 0.5 foot in plain view and must show ties of the water main and connection to nearby permanent structures.

For OWNERS requiring a service line of less than an inch in diameter, at the time of installation inspection, the Superintendent will take measurements and complete a sketch to identify the water line location to be filed with the TOWN.

2.3 Installation of Water Pipe

(a) Water pipe must be laid on a minimum 6 inch bedding of sand and surrounded with a minimum 12 inch layer of compacted sand or other select materials which are approved by the Department. A minimum of 3 feet for compaction around the pipe must be done; however, the Department may require more as deemed necessary. Metal tracing caution tape must be run the length of all non-metallic lines. AT THIS TIME, IT IS NECESSARY TO CALL FOR AN INSPECTION BY THE WATER SUPERINTENDANT BEFORE THE WATER LINE CAN BE BACKFILLED.

If the homeowner (or contractor) moves forward hooking up their own water line, and/or back fill, before the Water Superintendent is contacted and he has inspected the hookup, you will be required to dig the water line up again so that it may be inspected, and you will be charged a fine of up to \$4,000 for not following the Town of Carroll's Water Use Regulations.

(b) Whenever it is necessary to deflect pipe from a straight line, either in the vertical or

7.1.2025

horizontal plane, the amount of deflection allowed shall not exceed that required for making a satisfactory joint and shall be subject to the approval of the Department.

(c) The interior of the pipe, fittings and valves shall be kept clean and free of debris at all times during storage and installation or the materials may be rejected by the Department.

(d) At all times the open ends of pipe shall be closed by temporary water tight plugs or by other approved means. If water is in the trench at the time of installation, the plug shall not be removed until all danger of water entering the pipe has been eliminated. Thrust blocks or similar restraint shall be used at every bend or change of direction of pipe.

(e) Whenever a feeder line must go under an existing road to connect to the main, the water line must be bored and sleeved by a company approved by the TOWN at the expense of the OWNER. The line must be inspected by the TOWN.

(f) In the case of a new subdivision and/or a new road is being installed, that portion of the water line that will be under the new road must be sleeved.

2.4 Depth of Bury and Location

(a) The water mains and service connections will be located 6 feet from the top of finish grade to top of pipe.

(b) In the event of conflicts with existing septic systems, storm drains or other conduit crossing, the water main shall have one pipe length center and offset above or below line by minimum of 18 inches and the main shall to be insulated with 2 inches of rigid board insulation. All crossings shall be approved by the Superintendent.

(c) Water and septic mains which run parallel shall have a minimum of 10 feet horizontal separation.

2.5 Leakage Testing

A leakage test will be held after the successful completion of the pressure test. The test will be conducted at the system's normal operating pressure and will be held for two hours. The allowable leakage will be that which is recommended by the American Water Works Association Standards (AWWA C600). The pipe installation will not be accepted until the leakage is less than the number of gallons per hour determined by the formula:

$$L=N+O+F$$

In which,

L equals the allowable leakage in gallons per hour;

N is the number of joints in the length of the pipeline tested;

Dis the nominal diameter of the pipe in inches;

Fis the average test pressure during the leakage test in pounds per square inch. The test section shall not exceed 1000 feet.

All entrapped air will be expelled from the pipeline prior to reaching the specified test pressure.

2.6 Retainer Glands

A combination of poured concrete thrust blocks and retaining glands must be used on all mechanical fittings. A torque wrench must be used on all fittings to insure proper torque.

Torque Force is: 70 lbs. on set screws; 75-90 lbs. on all glands.

2.7 Hydrants

Hydrants shall be buried at a depth of no less than 6 feet and shall be secured by retaining glands and thrust blocks. Each hydrant shall be flushed after installation in the presence of Department personnel.

2.8 Hydrants at Intersections

When a hydrant is located near a street intersection, it shall be connected to the largest water main under either street unless otherwise designated by the Superintendent.

Section 3. Water Main - General

The OWNER shall furnish all materials, labor, tools and equipment, and perform all work and incidentals necessary for the installation of the water main and appurtenances (pipe, tees, bends, valves and hydrants). The minimum size of the water main allowed to connect to the municipal water system shall be 8 inches. A six inch pipe will be used only for hydrant laterals and services. The TOWN may inspect and approve all work and materials at any time. See Article 12 for approved specification types. Water mains shall be looped where possible.

3.1 Inspection

All materials shall be carefully inspected before being installed. All pieces found to be defective or damaged, as determined by the Department, shall be removed in a manner that will not cause damage and shall be removed from the job site by the OWNER.

3.2 Flushing Main Lines

OWNERS shall obtain prior approval to flush lines from the Department. Flushing rate should be at least 2.5 FPS and flushing shall continue until discharge is clean and colorless.

3.3 Main Line Valve location

All main line valves at pipe intersections (including hydrant valves) shall be placed within 2 feet of the tees. Each main line tee or cross shall have a minimum of 2 valves associated with it, except as allowed by the TOWN. Valve layout shall be such that a minimum amount of pipe will be placed out of service in case of repair. Maximum main line valve spacing shall be 500 feet. Valve layout shall be approved by the TOWN. All valves shall be blocked for support.

Section 4. Service Lines

Corporations shall be installed at either the two o'clock or ten o'clock position on the pipe circumference. An "S" loop shall be provided in the tubing nearest the corporation, set no higher than the water line. All service taps to the main shall be with a stainless steel saddle approved by the TOWN. No direct tapping of the water main shall be allowed.

4.1 Service Line length and Size

Minimum service size shall be three-quarter inch.

4.2 Curb Stop location

Curb stops shall be set on the Town/State right of way when possible. Curb stops shall not be located in sidewalks, roads, driveways, below water or otherwise inaccessible or in areas where they may potentially damage or as determined by the Superintendent.

4.3 Tapping Sleeves

All tapping sleeve installations shall be observed by Department personnel. The OWNER shall guarantee the tapping sleeve and valve from leaks for a period of two years.

4.4 Condos

Condos are considered individual units and require individual metering and individual shut offs.

ARTICLE 11-WATER METERS & BACKFLOW PREVENTERS

Section 1. Water Meter Size

On each water service to each unit a water meter shall be installed as approved by the TOWN OF CARROLL in a manner that is clean, dry, heated, easily accessible for installation, servicing, and reading of water meters. A separate shut-off shall be installed just prior to the water meter in an easily accessible place. Every water service line must have two (2) ball valves, one to be located on each side of the water meter. The customer shall pay for and be responsible for the installation and maintenance of the ball valves. Ball valve (full port) shall be of the type approved by the Carroll Water Works. Direct water connection(s) between water mains and water meter are not allowed. All new water service meters will be furnished and installed at the OWNER's expense in compliance with TOWN specifications.

Section 2. Connection to Other Sources

All physical connections between the TOWN water system and any other source is forbidden. TOWN personnel shall be allowed access to inspect for cross connections.

Section 3. Backflow Preventers

To maintain system protection, the Carroll Water Works will size and then provide all ¾ inch backflow prevention devices at the TOWN'S expense. For larger than ¾ inch backflow prevention devices, customers will be charged the cost of the difference.

Section 4. Location and Protection of Water Meters, Backflow Preventers & Pressure Reducers

The property owner shall provide a location for meter installation of a water meter in a horizontal position. Meter, pressure reducer and backflow preventer shall be installed as close to the entry point of the water service as possible. No tees or branches are allowed prior to the water meter. Meter, meter horn, pressure reducer and backflow preventer shall be installed by a qualified licensed plumber. The OWNER of a property is responsible to prevent damage to water meters, backflow preventers, wiring, and touch pads from external causes, such as but not limited to: high heat, flooding, freezing, or rodents. Additionally, the OWNER is responsible to prevent damages by an occupant of the premises or his agents. In case of breakage, stoppage, or any other irregularity in the meter, the property OWNER shall notify the TOWN.

Section 5. Ownership of Meters

Once water meters, wiring, touch pad and backflow preventers are installed and accepted by the TOWN they become TOWN property. All damages to water meters, wiring, touch pad and backflow preventers shall be paid for by the property OWNER.

Section 6. Safeguarding Hot Water Tanks

All OWNERS having direct pressure hot water tanks (water heaters) shall have proper temperature and pressure relief valves (T&P) installed on the tank to prevent damage to the system. A thermal expansion tank sized to the system pressure and tank size shall be installed on the cold water inlet side of the tank. The utility shall not be liable for damages to any hot water tank on the customer's premises.

ARTICLE 12 - MATERIAL SPECIFICATIONS

Section 1. Water Main

Pipe shall meet or exceed AWWA C151 specifications for ductile iron pipe. Double cement lining, seal coating inside and bituminous outside coating shall meet or exceed AWWA C104. Maximum length shall be twenty feet. Push on joints shall conform to AWWA II. Pipe shall be furnished complete with gaskets and lubricant.

PVC pipe will be type DR-18 or DR-14 and shall conform to AWWA C-900-07 and shall be UL and FM approved for sizes 4 inch through 12 inches.

Section 2. Valves

Sizes three inch through twelve inch gate valves shall be resilient seated with non-rising stem and conform to or exceed AWWA C509 specifications latest revisions. Gate valves shall consist of an encapsulated disc with elastomer seat which, in the closed position creates a seal on the cast or ductile iron body resulting in a bubble tight seal across the disc at a full differential pressure of 250 psi. Valves shall be mechanical joint on both sides, except for tapping valves, which shall be mechanical joint by flange. Valves shall open to the left. Valves shall have fusion-bonded epoxy coating inside and out. All nuts and bolts shall be stainless steel.

Resilient seat valves, where specified on drawings shall meet or exceed AWWA CS09 specifications. Acceptable make: Waterous Series 500, U.S. Pipe Metroseal, or equal.

Section 3. Valve Boxes

Belled Base: 48 inches; Top: 5 ¼ inch x 24 inch or as required with top flange (screw type not acceptable);

Cover: Marked "WATER". Acceptable vendor: E.J.P. or Q.W.P. or equal.

Section 4. Fittings

Fittings shall be ductile iron with mechanical joint and accessories and shall conform to or exceed AWWA CHO specifications. Fittings will be new, unused, coated, cement lined, and free from rust.

Mechanical joints and accessories shall meet AWWA C111. Double cement lining, inside coating and bituminous outside coating shall meet AWWA C104. Retainer glands and thrust blocks shall be used to retain joints. Anchor tees are required for use on hydrant branches.

Section 5. Service Saddle

Only double strap service saddles with stainless steel straps and nylon coated or shop coated paint saddles are acceptable.

Section 6. Water Services

All piping less than three inch shall be type K copper or CTS 200 psi plastic pipe.

Section 7. Brass Fittings

All brass fittings shall meet or exceed **AWWA** C800 specifications. All corporations and curb stops shall be ball valves. Stop and waste valves are not permitted. Acceptable makes: Ford, Hayes or equal. Only compression pack joints shall be used. No flared or sweat joints shall be allowed.

Section 8. Hydrants, Acceptable Make:

All hydrants shall be Waterous, no alternates shall be accepted.

Hydrant Features:

Direction to open: Left

Breakable flange (Traffic Model)

Depth of trench six feet minimum to top of lateral pipe

Six inch mechanical joint connection (with accessories)

Section 9. Alternate Items

The TOWN reserves the right to require a sample for evaluation of any item supplied. Alternate items must be received prior to approval of the Department or they will not be accepted. The TOWN may allow the use of any other materials on an experimental or trial basis, but the OWNER shall obtain consent of the Superintendent in writing before installing any such material.

ARTICLE 13 - VIOLATIONS

Section 1. General

Any person or entity found violating this regulation shall be served by the TOWN with written notice stating the nature of the violation and setting a reasonable time period for such person or entity to permanently cease or cure such violation.

Section 2. Discontinuing Service

In case of violation by any water user of any provision of this regulation, the user's water supply may be discontinued by the TOWN after such notice as is appropriate for the circumstances. The water shall not be turned on again until the violation is remedied to the satisfaction of the TOWN. The water user shall be charged \$150.00 to restore the water service. Licensed plumbers and contractors violating rules may be subject to additional fines, injunctions and additional prosecution.

Section 3. Injunctive Relief

In addition to action under Section 1 and 2, the TOWN may seek injunctive relief and/or authority to act on private property as necessary.

Section 4. Operation of Valves

No person shall operate any valves or curb stops without the express permission of the TOWN. Any person(s) found in violation of this requirement shall be prosecuted in accordance with RSA 637:8 & 11.

Section 5. Prosecution

The TOWN may also prosecute any violators under all applicable provisions of state law.

Section 6. Tampering with or Defacing Meters

The TOWN shall prefer charges in accordance with these Rules and Regulations against every person who shall tamper with or deface a meter to prevent the proper registration of the water consumed, by altering the register index or otherwise, or for the breaking of any seal placed by the TOWN for the protection of any meter, valve or seal.

Section 7. Unauthorized Use of Water

No person shall take or use any water contrary to these published Rules and Regulations or to take or use water illegally or in such a way as to evade the Fee Schedule or meter charges. Water service shall be terminated by the TOWN and the offending party shall be prosecuted in accordance with RSA 637:8 & 11 "Theft of Services". The TOWN will determine the amount of any restitution due it, through either previous readings, evidence of the volume illegally used or one cycle billing, whichever is greater.

Section 8. Testing of Sprinklers

Private sprinkler system testing shall not be conducted without prior consent of the Selectmen. Any person(s) found in violation of this requirement shall be fined \$500.00.

ARTICLE 14- PAYMENT FOR SERVICES

Section 1. General

All bills are due and payable to the TOWN at the office of the Tax Collector. All bills for services are the responsibility of the land OWNER. Water service charges cannot, by lease, contract, agreement or otherwise, be transferred by the OWNER to any person or tenant for the purpose of relieving the OWNER from responsibility for payment of the service charges or interest. Acceptance of third party payment does not constitute a waiver of this provision.

Section 2. Unpaid Bills - Disconnection

2.1 Disconnection for non-payment.

Water bills are mailed quarterly and customers have thirty (30) days to pay the water bill. Past due notices are mailed after due date. There will be a \$3.00 charge for past due notices and a

charge of the cost of certified mail for shut-off notices. Before the next bill goes out, shut-off notices are sent to customers owing one (1) bill.

Before the shut-off date the properties are checked to see if the customer has a rental agreement on file or if there is more than one residential rental unit in the building. Per RSA 38:31, residential tenants will receive at least 7 days notice of water shut-off with the copy of the notice also mailed to the property owner. Tenants will have the option to make a written agreement with Carroll Water Works to pay for water service as of date of the tenant's request to prevent disconnection. Agreements are accepted only if the customer calls before the shut-off date.

If a payment of a payment agreement is not made prior to the shut-off date, on the date of shut-off, the Water Works crew will go to the property to disconnect the water. The crew is not obligated to contact person(s) at the premises before disconnecting. Once the water is shut-off, it will not be turned back on until the account is paid in full plus the \$75.00 re-connection fee. When the crew is dispatched to shut-off the water service for non-payment and the crew is on site when the payment is being made, the \$75.00 re-connection fee will be charged to cover the cost involved. The re-connection fee of \$75.00 will be increased to \$150 for customers who have been shut-off for non-payment within the previous 2-year period. The water will not be reconnected after 2:30 PM unless the customer pays the call-in fee, which is the actual cost of reconnection or \$150.00, whichever is greater.

Failure of a customer to receive a water bill does not relieve the customer of the obligation to make payment, and payment of late charges, nor from the consequences of non-payment.

2.2 Agreements for payment

Payment agreements of current and overdue water bills may be established at the Carroll Town Hall. An agreed upon payment plan between the customer and the office is signed by both parties. The agreement shall set the payment amount and the payment dates (weekly, bi-weekly or monthly). By signing the agreement form, the customer agrees to make payments as stated and to also pay future quarterly bills as they are due. Failure to comply with the agreement can result in termination of water service and/or small claims court or collection agency. Agreements must be made before the water is shut-off for non-payment. Once a customer fails an agreement, they will no longer have the option of paying by agreement. They will be responsible for the amount due in full.

2.3 Liens

All water service charges shall become a lien upon the real estate serviced as provided in RSA 38:22. All water bills not paid by the previous owner are to be transferred to the new owner as a result of purchasing the property.

2.4 Billing Exempt

Any property owners using a well as a primary source of water shall be exempt from curb stop billing due to illegality of using two water sources.

Section 1. Water Turn On/Off

There will be a fee for both turning off and turning on water.

Section 2. Billing Non-registering Meters

In the case of a meter registration failure or removal for repairs, charges for water consumption shall be based on an average of the amount registered over similar periods preceding the billing period.

Section 3. Non-Metered Water Leak

In the event of a leak occurring between the curb stop and the meter, the customer shall be charged for the use of the amount of water which leaked, calculated at the metered service usage rate. The amount of water which leaked shall be reasonably estimated based on any pertinent information supplied by the customer or known to the Carroll Water Works. The Town shall not be liable for any waste of water or direct or indirect damages caused by such a leak.

Section 4. Meter Testing

Every water meter is factory tested and certified to be accurate within two percent of actual usage prior to installation. The TOWN may periodically test for accuracy at its discretion.

Section 5. Meter Repair

All damages to meters, backflow preventers, wiring and touch pad shall be paid by the OWNER at the actual costs of the repairs (see Fee Schedule).

Section 6. Insufficient Funds

All checks returned for insufficient funds will be subject to a fee. Two insufficient funds checks within a one year period will be grounds for termination of service (see Fee Schedule).

Section 7. New Service Application Fee

Fees are set for standard, single building construction. Field service fees may apply for additional connections.

Section 8. Connection Fee

All new connections shall be subject to a fee that is based on the segment(s) of the water line which need to be connected in order to obtain water service (see Fee Schedule).

Section 9. Change of Ownership Fee

A Change of Ownership fee will be assessed to the new OWNER to cover the costs of meter reading at the time of property transfer and for changing necessary office records. A minimum of a forty-eight hour notice is required by the OWNER, a notice of less than forty-eight hours will be assessed double the fee (see Fee Schedule).

Upon change of ownership of a vacant lot that has a curb stop to the property, the new owner will be billed for the base and fixed water rate at billing time even though there is no structure on the property.

Section 10. Additional Fees

Additional fees will be charged for services, materials and equipment that are above the normal TOWN responsibilities.

ARTICLE 15 - VALIDITY

Section 1. Validity

The invalidity of any section, clause, sentence or provision of this regulation shall not affect the validity of any other part of this regulation.

ARTICLE 16- ORDINANCE IN FORCE

Section 1. Effect

This regulation shall take effect upon its adoption.

Section 2. Amending of Rules and Special Exceptions

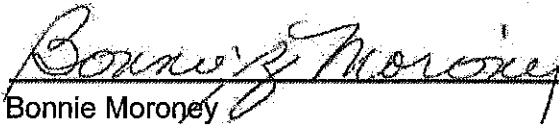
At any regular meeting of the Board of Selectmen, the foregoing rules and regulations may be amended by a majority vote.

The Board of Selectmen, by majority vote, in its discretion, order a special exception of the rules in such cases where an injustice due to strict enforcement of rules may be imposed. If a special exception is made; however, it shall not be construed as establishing a precedent in cases future consideration.

Adopted May 15, 2017

Amended June 3, 2019

Amended July 1, 2025


Bonnie Moroney


Jules Marquis


Brian Mycko

CARROLL BOARD OF SELECTMEN

DATE: 7/1/2025

	FEE SCHEDULE
New Service Application Fee	\$50.00
Shut off Fee	\$40.00
Turn on Fee	\$40.00
Change of Ownership Fee	\$50.00
Insufficient Funds Return Check Fee	\$40.00
Emergency Call Out	Minimum \$100.00
Connection Fee	\$2000.00
Field Services	\$50.00 per man per hour

Annual Base Rate Vacant Property w/ Curb Stop \$66.72
 Annual Base Rate Residential/Commercial/Ind. \$132.00
 Annual Fixed Fee (All properties) \$25.00
 Usage Rate: \$6.96/thousand gallons

All fees are subject to change by a meeting of the Board of Selectmen.