



Water Meter Replacement Program

Purpose

To establish policies and procedures relative to the meter replacement program in accordance with the *Regulations for Use of the Northborough Water Supply and Distribution System* Section B-5, as amended.

General

The intent of this program is to establish guidelines related to the replacement of town water meters.

1. Effective Date:

This policy shall be effective on the next business day immediately following the vote by the Water and Sewer Commission on **November 20, 2012**.

2. Ownership and responsibilities for the water service, shut-offs, gates, meters and other related appurtenances are outlined in the *Regulations for Use of the Northborough Water Supply and Distribution System* Section 8.b as amended.

3. Obstructions

a. Property Owners shall maintain a four-foot clear working area in front of the water meter. When the meter or appurtenances are obstructed by a water heater, interior wall, closet, cabinet, bookcase, other home improvement or custom carpentry the owner shall be responsible for removing the obstruction. All costs associated with removing the obstruction is the sole responsibility of the property owner.

b. The obstruction shall be removed within 30 calendar days of the original appointment with the Water Division staff at which time the owner shall notify the Water Division that the obstruction has been removed and the appointment to replace the meter shall be made for the next available date.

4. Plumbing Deficiencies

a. Prior to the meter being replaced, the Water Division staff shall inspect the condition of the existing plumbing and determine if the system is in need of repairs prior to the meter being replaced.

b. If the Water Division staff determines that the existing plumbing is leaking or has deteriorated to a point that it may be severely damaged during the meter replacement process, or if it is found that there is additional plumbing work required beyond the capabilities of the Water Division staff, the appointment will have to be rescheduled to allow for the homeowner to address the identified

deficiencies. The replacement of the meter will commence only after all plumbing deficiencies have been addressed.

5. Meter Tampering

- a. If the Water Division staff notices any other irregularities in the internal plumbing such as:
 - i. meter has indications of tampering, or has been disconnected
 - ii. meter is improperly installed,
 - iii. meter has been removed and replaced with a 'spacer',
 - iv. register has been disconnected,
 - v. illegal connections are found before the meter, or
 - vi. any other unmetered connection are found, then the amnesty program is no longer applicable for said owner and the owner shall be responsible for the entire replaced usage charges at the current water use rate.
- b. Malicious or intentional destruction of Town property shall result in:
 - i. Collection of all amounts due and payable to the Town,
 - ii. Imposing of maximum fines and penalties allowed under local regulations and State law, and
 - iii. Consideration of criminal actions.
- c. The replacement of the meter will commence only after all plumbing irregularities have been addressed and all fines and fees are paid in full.

6. Scheduling Procedure and Subsequent Termination of Service

a. Initial Letter

A letter will be sent to the property owner/water customer requesting that they contact the Northborough Public Works Department to schedule an appointment to have their water meter replaced.

b. Second Letter

Should a property owner and/or water customer not respond within 30 calendar days of the mailing of the initial letter, a second similar letter will be mailed requiring the owner/water customer to contact the Northborough Public Works Department within 30 calendar days to schedule an appointment to have their meter replaced.

c. Third and Final Letter

Should a property owner and/or water customer not respond within 30 calendar days of the mailing of the second letter, a third and final letter will be sent via registered (return receipt) mail requiring the owner/water customer to contact the Northborough Public Works Department within 30 calendar days to schedule an appointment to have their meter replaced.

d. Posting and Subsequent Termination of Service

If the owner/water customer does not attempt to contact the office after the three attempts made by the Northborough Public Works Administrative office, then a shut-off notice will be physically posted at the service address. The shut-off notice will require compliance within 10 calendar days of the date of the posting. Failure by the owner/water customer to comply with the notices will be cause for the Public Works Director to terminate the water service to said address.

e. Restoration of Service

In the case where the water service has been terminated in efforts to gain compliance, all applicable 'Shut-Off' and 'Turn-On' fees shall be applied. In addition, the service shall not be restored to the facility until the meter has been replaced.

Adopted By the Water Commissioners on November 20, 2012:



John Meader



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David Pepe