

Chapter 162**MUNICIPAL WATER SYSTEM
Rules and Regulations****ARTICLE I
General Information**

- § 162-0. Foreword.
- § 162-1. Offices.
- §162-2. Office Hours.
- §162-3. Emergency Calls.
- §162-4. Information and Complaints.
- §162-5. Inspectors and Meter Readers.
- §162-6. Interruptions.
- §162-7. No Liability For Interrupted or Unsatisfactory Service.
- §162-8. Character of Service.
- §162-9. Rates and Charges.
- §162-10. Meter Installation Fee.
- §162-11. Commercial Meters.
- §162-12. Disconnection of Service.

**ARTICLE II
Information Regarding Bills**

- §162-13. Office.
- §162-14. Office Hours.
- §162-15. Information and Complaints.
- §162-16. Town Billing Policy.
- §162-17. Billing.
- §162-18. Payments.
- §162-19. Interest.
- §162-20. Abatement.
- § 162-21. Liens and Collection of Charges.
- § 162-22. Deeding Procedures.

**ARTICLE III
Service Line**

- §162-23. Applications.
- §162-24. Service Line Charges.
- § 162-25. Backfill Requirements and Paving Repairs.
- §162-26. Roadway Permits.
- §162-27. Service Line Ownership.
- §162-28. Material for Service Lines.
- §162-29. Joint Use of Service Pipe Trench.
- §162-30. Inspection.
- §162-31. Main Shut-Off Valve.
- §162-32. Meter Setting.
- §162-33. Horizontal Meter Setting.
- §162-34. Backflow Prevention Device.
- §162-35. Back Water Valves.
- §162-36. Tapping Mains.
- §162-37. Tampering.
- §162-38. Repairs to Property Owner's Service Line & Fixtures.

- §162-39. Cleaning Service Lines.
- §162-40. Sidewalk Permits.
- §162-41. Change of Ownership.
- §162-42. Service Connections, When Made.
- §162-43. Thawing Frozen Pipes.
- §162-44. Electrical and Telephone Grounds.

ARTICLE IV Temporary Service

- §162-45. Temporary Service.
- §162-46. Seasonal Service.

ARTICLE V Meters

- §162-47. All Metered Water.
- §162-48. Ownership of Meters.
- §162-49. Location of Meters.
- §162-50. Cross Connections.
- §162-51. Accessibility.
- §162-52. By Whom Set.
- §162-53. Right of Access.
- §162-54. Safe Guarding Use of Hot Water Tanks.
- §162-55. Damaged Meters.
- §162-56. Meter Testing.
- §162-57. Adjustments.
- §162-58. Repairs to Large Meters.
- §162-59. Billing Non-Registering Meters.
- §162-60. Unserviceable Meters.
- §162-61. Tampering With or Defacing Meters.
- §162-62. Unauthorized Use of Water.
- §162-63. Auxiliary Meters.
- §162-64. Auxiliary Meter Rates.
- §162-65. Multiple Service.
- §162-66. Outside Readers.
- §162-70. Pumps.
- §162-71. Customer Cooperation.
- §162-72. Cross Connection Control Program.
 - Purpose.
 - Authority.
 - Definitions.
 - Administration.
 - Responsibility.
 - Degree of Hazard.
 - Permits.
 - Existing Backflow Preventers.
 - Testing.
 - Records and Reports.

ARTICLE VII Main Pipe

- §162-73. Distribution Main.
- §162-74. Financing Extensions.
- §162-75. Supply Mains.

- §162-76. Mainline Extensions.
- §162-77. Hydrants.
- §162-78. Tapping into System.

ARTICLE VIII
Water Main, Valving, and Appurtenances
Specifications

- §162-81. Execution.

ARTICLE IX
Connection to Existing Water Mains

- §162-82. General.
- §162-83. Products.

ARTICLE X
Water Use Restriction Policy

- §162-84. Authority.
- §162-85. Purpose.
- §162-86. Definitions.
- §162-87. Declaration of a Water Supply Shortage.
- §162-88. Public Notification of a Water Supply Shortage.
- §162-89. Termination of a Notice of a Water Supply Shortage.
- §162-90. Exceptions to Restrictions.
- §162-91. Penalties.

ARTICLE XI
Emergency Water Management Plan

- §162-92. Introduction/Purpose.
- §162-93. Chain of Command/Contacts.
- §162-94. Emergency Public Information/Communications.
- §162-95. Water Suppliers, Laboratories and Equipment Resources.
- §162-96. Water Customers with Unique Needs.
- §162-97. Water System Facilities.
- §162-98. Alternative Water Sources.
- §162-99. Evaluation of Various Types of Emergency Conditions and Corresponding Impact to the Water System.
- §162-100. Checklist to Assess Damage to Water System.
- §162-101. Recovery/Follow-up Actions for Returning to Regular System Operation.

ARTICLE XI
Rate Schedule and Other Service Charges

- §162-102. Rate Schedule.
- §162-103. Other Service Charges.

[HISTORY- Adopted by the Board of Selectmen of the Town of Peterborough: Art. 1, 7-1-1952, revised 7-1-1627; Art. 11, 7-1-1984; Art. III, 12-1-1621, as amended through 2-12-1987. Amendments now where applicable.]

GENERAL REFERENCES
Fire Hydrants- See Ch 149
Water - See Ch. A252.

ARTICLE I

General Information

The Rules and Regulations of the Water Department for the Town of Peterborough Public Works (the “Department”) have been adopted by the Town of Peterborough Selectmen pursuant to authority vested in them by the New Hampshire Legislature under Chapter 38 NH RSA 1955, as amended. The Rules and Regulations constitute a part of the Department’s contract with every customer of the Department. Acceptance of and agreement to the Rules and Regulations by the Department’s customers is a condition to the continued provision of water service, and every person, corporation, or property owner served by the Department is bound by the Rules and Regulations.

Today, more than ever before, people realize how essential their water system is to life and health, and for fire protection. In addition to its use in our daily private lives, good water in adequate supply is a necessary basic resource for manufacturing and other commercial operations. Like other raw products, potable water must be processed before it is used. Then, it must be distributed through mains to reach its consumers. And, good water system management requires that adequate reserves be available in reservoirs to meet peak demands.

The Rules and Regulations of the Department (which include the rates charged by the Department and a variety of other arrangements, requirements and conditions governing the Department’s operations) are designed to set forth reasonably uniform practices for the management of the Department’s water system and for the governance of the Department’s relations with its customers. Because the Rules and Regulations bind the Department’s customers, the Department encourages its customers to become familiar with the Rules and Regulations, and the Department will make them available to customers upon reasonable request.

The Peterborough Board of Selectmen has ultimate responsibility for and established the policies of the Department. A Director of Public Works shall have immediate control and management of the Department under the general supervision and direction of the Town Administrator who reports to the Board of Selectmen. The Peterborough Finance Director will be responsible for Department billing and collections. The Finance Director reports to the Town Administrator.

§ 162-1. Office.

The main office of the Department is located at the Public Works Office, Town House, 1 Grove Street, Peterborough, NH 03458.

§ 162-2. Office Hours.

Monday - Friday (except legal holidays): from 8:00 am to 4:30 pm.

Hours for Field Crew are 7:00 am to 3:30 pm.

If assistance is required outside of business hours, call the main office for information.

§ 162-3. Emergency Calls.

An Emergency may be reported during business hours or outside of business hours by calling the number listed in the Telephone Directory under PETERBOROUGH, TOWN OF, Public Works Department, 924-8008. If no response, call the Police Department at 924-8050.

§ 162-4. Information and Complaints.

Any information regarding water services, rates, rules, etc. may be had by calling the main office of the Department by telephone. Complaints of a minor nature may be made by telephone, or by internet access at pwd@townofpeterborough.us. Major complaints shall be made in writing and addressed to the Department at its office address. All complaints will receive careful consideration.

§ 162-5. Inspectors and Meter Readers.

Do not allow any person claiming to be an employee of the Department to enter your premises unless he/she can show his/her proper Town identification card. Any imposter should be reported at once to the office of the Department.

§ 162-6. Interruptions.

The Department will not guarantee an uninterrupted or unlimited full supply of water, but will use its best endeavors

to give satisfaction to all users. Services requiring special notice due to interrupted service or dirty water, shall notify the Department's office in writing giving the name and telephone number of the person to be notified.

§ 162-7. No Liability for Interrupted or Unsatisfactory Service.

If, by reason or shortage of supply or for the purpose of making repairs, extensions or connections, or for any reason beyond the control of the Department it becomes necessary to shut off water in the mains, the Department will not be responsible for any damage occasioned by such shut-off, and no refund or credit will be allowed unless the interruption is in effect for a continuous period in excess of ten (10) days, in which case a proportionate credit will be allowed. Notice of shut-off will be given when practicable, but nothing in this rule shall be construed as requiring the giving of such notice.

The Department will not be responsible for damage caused by dirty water which may be occasioned by cleaning of pipes, reservoirs or standpipes or the opening or closing of any gates or hydrants, unless such damage is caused by failure to use reasonable care on the part of Department.

§ 162-8. Character of Service.

Water is obtained from the three gravel wells in North Peterborough and is transmitted by pumps to three water storage tanks and to the individual service lines with a pressure ranging from thirty to one hundred fifty (30-150) pounds per square inch (psi). In areas where service lines are located less than elevation of the outlet of the reservoir, the Department makes no representation as to pressure.

New gravity service lines will not be connected if the elevation of the customer's site exceeds nine hundred seventy (970) feet Mean Sea Level (MSL) on the Cheney Tank/Sand Hill system or eleven hundred twenty-five (1125) feet MSL on the Cunningham Pond Tank system.

Though exceptions may be permitted by action of the Board of Selectmen, new service lines will not be connected to the distribution system if a minimum pressure of 20 psi during peak flow cannot be maintained. New customer pumping installations are not permitted to boost pressure if 20 psi is not available.

§ 162-9. Rates and Charges.

The Department will furnish water to any and all customers by meter only. The prescribed rates and miscellaneous charges are shown in Section 7, Rate Schedule, and other service charges, as approved by the Selectmen.

§ 162-10. Meter Installation Fee.

Each new customer must pay a one-time meter installation fee. The fee covers service line flushing, the installation of a new meter and remote reading device and water turn-on charges.

This fee will appear on the customer's bill as a flat charge of \$150.00.

§ 162-11. Commercial Meters.

Each new commercial customer requiring a meter greater than one inch will pay an installation fee reflecting the Department's cost to install same. Any commercial customer requiring a meter one-inch or less in size will pay the same fee assessed a residential customer.

§ 162-12. Disconnection of Service.

Service may be disconnected without notice for any one of the following reasons:

1. Use of water for purposes other than described in the application.
2. Misrepresentation in the application.
3. Willful waste of water.
4. Tampering with Department property.
5. Vacancy.
6. Cross-connecting the Department's service pipe with any other supply source.
7. Refusal or reasonable access to property.
8. Any refusal or neglect to comply with any rule or regulation of the department.

ARTICLE II
Information Regarding Bills

§ 162-13. Office.

The main office for utility billing is located at the Finance Office, Town House, 1 Grove Street, Peterborough, NH 03458.

§ 162-14. Office Hours.

Monday-Friday (except legal holidays): 8:00 am to 4:30 pm.

Thursday evenings: 5:00 pm to 7:00 pm.

§ 162-15. Information and Complaints.

Any information regarding bills, notices, usage, miscellaneous charges, abatements, liens, etc. may be made by calling the finance department within six months of the specific billing date at 924-8000 Ext 103 or by e-mail (see Town's website www.townofpeterborough.com). Any request for an abatement or duplicate bill regarding tenants must be made in writing by the owner and addressed to the Finance Department at the above address.

A customer who request research be conducted for prior years billings or meter readings will reimburse the Town at the current fee established by the Finance Department.

§ 162-16. Town Billing Policy (Amended by the Board of Selectmen on 2/19/2008)

The Town of Peterborough has adopted a policy under RSA 38:22 to commit all water bills for charges to the collector of taxes with a warrant signed by the Board of Selectmen. The tax collector is assigned to collect the water bills. The tax collector has the same rights and remedies, including a lien and/or deeding on the real estate for unpaid bills, as in the collection of taxes as provided in RSA 80. All amounts or percentages in this ordinance will automatically be amended by any changes in the RSA's.

The only exception to this policy is the water bills pertaining to commonly held areas within condo and townhouse complexes, both residential and commercial. The water bills for commonly held areas shall not be liened or deeded but will use the established shut-off procedures. All other procedures in this policy will remain the same except where noted.

§ 162-17. Billing.

Water bills in this document shall mean all charges associated with water, including but not limited to water usage, mainline extensions, special reads, turn off and turn on charges, and other miscellaneous charges. Water bills are prepared by the Finance Department and sent to the owner of the property. At the request in writing from the owner, a duplicate bill can be sent to a tenant. Owners of the Property will be held responsible for the payment of water bills. If the owner of a property fails to pay the water bill and sells the property, the new owner is responsible for the unpaid amounts.

The Finance Department bills all customer accounts quarterly. When billing water each quarter, the Finance Department uses cycle billing. All bills are due and payable net term 30 days at the office of the Finance Department. In the event that a meter reading is not taken due to no fault of the DPW Department (e.g.-property locked and meter reader unable to read meter), the current month's billing shall be estimated using the following criteria: 1) usage for the previous billing, or 2) If the customer has less than 12 billing cycles, the estimate may be based on the average of the consumption amounts previously billed, or 3) If the customer has 12 or more billing cycles, the calculation drops the high and low usage and estimates on the average of the remaining billing cycles.

Charges for services furnished under this ordinance or under any agreement between the Department and the customer shall continue to the end of the term specified thereafter or until such time as the Department shall receive reasonable notice in writing from the customer of a desire to terminate the service.

§ 162-18. Payments (Amended by the Board of Selectmen on 2/19/2008)

All water bills are due and payable at the office of the Finance Department. Payment can be made in cash, bank check, money order, certified checks, or by personal checks. Payments are made payable to the Town of Peterborough. Third party checks are not permitted. Cash payments should not be made by mail.

Customers will be charged for any returned checks. The return check fee is a flat dollar amount plus bank and legal fees per RSA 80:56.

The Town of Peterborough has adopted a policy to authorize the acceptance of the payment of the utility charges by use of a credit card. This service will be provided by an outside payment processing company. The following conditions for this service shall apply: 1) An amount shall be added to the amount due for any interest payable, and 2) a service charge for the acceptance of the card will be charged. Such service charge shall be set by the outside payment processing company and no fee will be collected by the Town for this service. This service will automatically be amended by any changes in the RSA regarding credit card charges.

It is the intention of the Department to send courtesy notices of substantial increases in consumption or delinquency notices for unpaid bills, but failure to do so does not relieve the customer of his/her responsibility to pay the outstanding bills promptly or to repair leaky fixtures.

§ 162-19. Interest (Amended by the Board of Selectmen on 2/19/2008)

Interest at 12 percent per annum shall be charged on all amounts not paid within 30 days from date the bills were mailed. Interest due that amounts to less than \$25 on warrants committed to the tax collector may be waived by the tax collector.

§ 162-20. Abatement.

No adjustments or refunds can be made to a customer's account without the approval and consent of the Board of Selectmen through the abatement process under RSA 76. Any request for abatement shall be made in writing within six months of the specific billing date and be addressed to the Board of Selectmen. The letter shall state the amount of the abatement and the reason for the request. The letter shall be sent to the Finance Department who will prepare the abatement form and submit it to the Board of Selectmen. The Selectmen have the right to approve or deny the request. The decision of the Selectmen is final. The Town may charge the customer a fee to cover the costs for the abatement.

After the abatement has been presented to the Selectmen and a decision has been made, the Finance Department will notify the customer. If the abatement is approved, the Finance Department will adjust the customer's account. If the customer has an outstanding amount due, the abatement will be applied to the outstanding amount. If the account is paid in full, a credit will be placed on the customer's account or the customer can receive a refund.

§ 162-21. Liens and Collection of Charges (Amended by the Board of Selectmen on 2/19/2008)

The Town has adopted the following collection procedures for water charges and the use of one collection procedure for one service shall not preclude the use of a different collection procedure for another service. The tax collector shall be presented with a warrant signed and approved by the Board of Selectmen for the collection of the water charges and the collection of the appropriate interest on past due amounts. The tax collector will compile a list of the water bills remaining uncollected after the due date of the final bill for the preceding year. The tax collector shall execute the lien in compliance with RSA 80:58-87 with the exception of the commonly held areas within condo and townhouse complexes, both residential and commercial. The lien amount shall include the outstanding water bill amount, interest at 12 percent from the due date up to and including the date of the lien, and any associated cost. The executed lien will be registered with the Register of Deeds. Interest after the execution of the lien will be at 18 percent. Whenever a customer has an interest in removing the lien from the property, they must contact the tax collector for the amount due. Once the customer pays the amount of the lien, interest, and cost, the tax collector shall send a notice of full redemption to the Register of Deeds. The commonly held areas within condo and townhouse complexes, both residential and commercial that have an unpaid balance on the account after 30 days from the due date shall receive a late notice by mail indicating the amount past due and the intent to shut off service after 60 days past due. If the account still remains unpaid after 60 days past the due date, a notice will be sent by certified mail that the water will be shut off. Any applicable interest and charges shall be charged. The water shall not be turned on until all past due amounts and any applicable interest and charges have been paid in full.

§ 162-22. Deeding Procedures.

After two years from the date of the execution of the tax lien, the tax collector will send a notice of impending deed to the owner of the property and any mortgagees. If total redemption has not been made by the date specified in the notice, the tax collector with the approval of the Board of Selectmen, shall deed the property to the Town (RSA 80:76-77).

**ARTICLE III
Service Line**

§162-23. Applications.

Applications for service connections and the use of (portable) water must be made with the Department on the form prescribed, (see service request packet) and signed by the owner or his duly authorized agent.

See “Temporary Service”

Applications for water must state fully and truly the purpose for which the water is to be use, together with the proper legal description of the property; also the official town, street and the street number of the premises to be supplied (service location).

Also to be included in the Application are the number of family units, tenants, and establishments to be served, the type of business, if any, to be conducted, fire protection required, if any and such other pertinent information as the Department may request.

The owner or person accepting responsibility for payment of the bill may sign the form.

Should substantially increased use be desired at any time, the customer desiring it should notify the Department in writing in advance of such requirements. The application shall contain a provision stating that the applicant, by signing same, agrees to accept the terms and conditions as herein contained, and the Department shall not be obligated to furnish water until receipt of such signed application (and Town of Littleton Building Permit when applicable.)

For commercial applications, an Agreement to extend the Department’s water line must be executed. That Agreement will specify all terms and conditions associated with water service including materials requirements, construction standards and required fees.

§162-24. Service Line Charges.

The total service line charges shall be the sum of the cost of installation plus a connection fee. All service pipes, including the corporation and curb stop, within the limits of the highway right of way shall be furnished and installed by Department personnel. Service lines on private property are installed by the owner and at the owners expense and shall include all parts and labor required to connect the service line from the curb stop at the property line to the Department’s meter. Peterborough’s potable water supply, once an inexpensive commodity is subject to increasing regulations for monitoring of the water and maintenance of forty-five (45) miles of water mains, some built in the 1800’s. Therefore, revenue from the connection fee shall be applied toward the cost of required system capital improvement projects and system expansion to assure an adequate water supply meeting the requirement of the Safe Drinking Water Act. The service line charge will be at the following scheduled rates and shall be paid in advance.

SERVICE LINE CHARGES

<u>Cost of Installation</u>		<u>Connection Fee</u>	
(5/8) 3/4 Inch	At Cost	plus	\$ 1500
1 Inch	At Cost	plus	\$ 1,750
1 ½ Inch	At Cost	plus	\$ 2,500
2 Inch	At Cost	plus	\$ 3,000
3 Inch	At Cost		As Per Agreement
4 Inch	At Cost		As Per Agreement
6 Inch	At Cost		As Per Agreement
8 Inch	At Cost		As Per Agreement

The above Service Line Charge is made irrespective of the length of service pipe or the location of the main line. The charge does not include excavation of the main or trenching to the property line. Those costs are borne by the customer.

§162-25. Backfill Requirements and Paving Repairs.

The Service Line Charge does not include any charges in the sand required to bed and cover the service line, the backfill itself, or for the repair or replacement of pavement openings. Any costs for such material and work shall be borne by the property owner.

§162-26. Roadway Permits.

No street or roadway or other public place shall be opened for the laying of service lines until a trench excavation permit has been obtained from the Town or State agency as required.

§162-27. Service Line Ownership.

The service line from the distribution main to and including, the curb stop is owned and maintained by the Department. (Providing that the initial construction and installation meets the current Department standards. The portion of the service line beyond the curb stop is the property of the customer and is installed and maintained by the owner through a plumber licensed or otherwise qualified under laws or ordinances of the state and town in which the work is done; and to the satisfaction of the Department.

A service line tied to the distribution main, not to a curb stop at or near the owner's property line, is entirely the property of the owner. If replaced, the Department shall contribute a sum not to exceed \$250.00 towards labor, equipment and material to install that portion of the pipe from the main to and including, the curb stop.

§162-28. Material for Service Lines.

All service lines 3/4 inch in diameter, to and including 2 inch in diameter shall be type "K" extra heavy, soft temper, cold drawn, seamless, deoxidized copper tubing, having a minimum ultimate tensile strength of not less than 30,000 lbs. per sq. in.

Service pipes 4 inch in diameter and larger, shall be ductile iron complying with American National Standards Institute (ANSI). Specifications ANSI A21.11-72 (AWWA C151-76) Class 52 with weld on copper conductivity straps. Pipe shall be cement-mortar lined double thickness (1/8") and shall conform or exceed current ANSI A21.4 (AWWA-C104), with bituminous seal coat and shall have coal-tar pitch paint outer coating. Joints shall be rubber gasket, either push on or mechanical joint type conforming to ANSI A21.11-72 (AWWA C111-72).

Valves, bends, tees, other fittings shall have fully restrained boltless push-on or mechanical type joints. In addition, rods, clamps and accessories shall be used to tie and clamp the installation where specified on the sketches. Steel fittings shall meet ANSI A21.10-71 (AWWA X110-71) and shall have cement-mortar lining in accord with ANSI A21.74 double thickness (1/8") with bituminous seal coat and coal-tar pitch paint exterior coating.

All pipes shall have at least five-feet, six-inches (5'6") of cover, or be protected from freezing using 2" rigid board insulation as appropriate, and shall be laid in a straight line as possible from the curb stop to inside of building.

§162-29. Joint Use of Service Pipe Trench.

Water service will not be placed in the same trench with gas pipes, electric conduits, sewer connections, drains, or similar structures. The distance between utilities will be as permitted by the New Hampshire Department of Environmental Services.

§162-30. Inspection.

Service lines shall be tested for water tightness in the presence of a representative of the Department before being covered up.

§162-31. Main Shut-Off Valve.

On every new service line, immediately after its entry into the building, shall be an approved type ball valve with, waste drip.

Existing service lines not equipped with the above type of valve, when renewed, replaced, or repaired, shall conform to the requirements for new service pipes.

§162-32. Meter Setting.

Every new service installation must include a meter horn and a backflow prevention device (BFPD) located inside the building near the service entrance, easily accessible and protected from freezing. It shall be the customer's responsibility to keep the meter from freezing. All inside piping should be arranged as to permit draining whenever necessary. Where a meter horn is not suitable, or if other than a residential style dual check valve assembly is required, the meter and applicable backflow prevention device shall be installed in a horizontal meter setting. Any relocating of the service pipe on the customer's premises shall be at the owner's expense. In no event shall the Department be responsible for any damage done by water escaping there from.

§162-33. Horizontal Meter Setting.

All small meters on new installations shall be set at least twelve inches above the floor, in a horizontal position, immediately after the main shut-off, and as near to where the service pipe enters the building as is practicable. The plumber shall provide an approved support for the meter.

Existing installations not set in accordance with the above, when renewed, replaced, or repaired, shall be reset to conform to requirements for new installations.

Large meters must be installed in accordance with Department Standards for Large Meter installations.

§162-34. Backflow Prevention Device.

By the Department's policy of containment, and approved backflow preventer, commensurate with the degree of potential hazard, must be installed immediately downstream of the meter. See Department Cross-Connection Control Program for more information.

§162-35. Back Water Valves.

All new services shall be equipped with an approved type of ball valve immediately following the meter setting on the building side, to act as a back valve to prevent the building piping from emptying while the meter is being changed or for other work on the service pipe.

Existing service pipes not equipped with the above type of valve, when renewed, replaced, or repaired, shall conform to the requirements for new services.

§162-36. Tapping Mains.

No person except an authorized representative of the Department will be allowed under any circumstances to tap the mains or distribution pipes, insert corporation stops therein, set or remove meters on service pipes, or interfere with water gates or curb stops.

§162-37. Tampering.

All gates, valves, shut-offs, hydrants, and standpipes, which are the property of the Department, are not to be opened or closed, or in any other way tampered with, by any person other than an authorized employee of the Department (or Town of Peterborough Fire Department).

§162-38. Repairs to Property Owner's Service Line & Fixtures.

Property owners must keep their own line and all fixtures connected thereto in good repair and protected from frost at their own expense. In case of a break in that section of the service pipe between the curb stop and the meter, the property owner shall immediately obtain the services of a licensed plumber to make the necessary repairs. Failure to make repairs at once shall be sufficient cause to shut off the supply.

Property owners must keep their own line and all fixtures connected thereto in good repair and protected from frost at their own expense. In case of a break in that section of the service pipe between the curb stop and the meter, the property owner shall immediately obtain the services of a licensed plumber to make the necessary repairs. Failure to make repairs at once shall be sufficient cause to shut off the supply.

§162-39. Cleaning Service Lines.

The Department does not recommend or approve the cleaning of service line to remove rust or other obstructions to increase the flow. Property owners desiring to do this must submit their request in writing, and agree to take all

responsibility for the cost of replacing the service in case it is broken, or for the repair or replacement of the meter should it be damaged by debris.

§162-40. Sidewalk Permits.

No sidewalk or other public place shall be opened for the lying of service lines until the property owner, through a licensed plumber, obtains a permit from the Town (or applicable governing agency.)

§162-41. Change of Ownership.

Whenever an owner sells or transfers property for which application for service has been granted, said owner should promptly notify the Department, in writing, giving the name and address of the new owner who must sign a new application form.

Each owner shall be liable for payment of all just charges including bills for water furnished to him or his lessees during his ownership, as above required, until such time as the Department receives notice in writing of the transfer of his property.

§162-42. Service Connections, When Made.

No new service or service pipes or extensions of mains will be laid during the months of December, January, February, and March except at the discretion of the Department when extenuating circumstances prevail. The additional expense is borne by the applicant/owner.

§162-43. Thawing Frozen Pipes.

The Department shall be responsible for main and service line freeze-ups between the property line and the main line in the street. The property owner shall be responsible for freeze-ups between the property line and the house. The property owner shall have a plumber of his choice determine the exact location of the freeze by removing the meter and inserting a wire into the service until stopped by the ice. The Department will only work between the property line and the street main and will not respond until the plumber has verified this. Should the freeze be found to be in the street, the Department will clear the freeze. The property owner shall be reimbursed from the Town for the plumbers time should the freeze be found in the street. It shall be incumbent of the property owner or his designee to remove all electrical grounds from the water system prior to any work being done by the town with an electric welder.

§162-44. Electrical and Telephone Grounds.

No user of the water system shall install an electrical or telephone ground of any sort to the water service or their plumbing.

**ARTICLE IV
Temporary Service**

§162-45. Temporary Service.

Contractors, builders, etc., requiring water for construction purposes, shall make application for a temporary service and will be subject to the same rules and regulations as apply to regular service installations. The Department will install a meter on the temporary service. The cost of setting the meter, borne by the applicant. Temporary services will be subject to the connection charge described in section 2, plus the cost of removing the service.

All charges, including the connection charge, cost of removing the service, and setting of the meter shall be paid in advance; and the applicant will be required to deposit a sufficient sum of money with the Department to cover the cost of the estimated amount of water to be used in conjunction with the work. If, at any time during the course of construction, the estimated amount of water covered by the deposits is below the actual consumption shown on the meter, the applicant will be required to deposit additional sums with the Department. After completion of the work, if the actual consumption registered on the meter is below the estimated amount, the Department will arrange to refund the difference.

When permission to open a street cannot be obtained or when, for any physical reason, it is impractical to make excavation and provide independent service, water may be furnished temporarily from an adjacent service if deemed advisable by the Department and the owner gives his permission, but such service delivery shall be entirely at the

expense of the customer requesting such service. Water service furnished to any house or trailer, not placed on a permanent foundation shall be considered temporary service and the whole cost of furnishing service from the nearest available main shall be entirely at the expense of such customer.

§162-46. Seasonal Service.

Seasonal service is defined as water supply to premises for less than a full calendar year. Surface service lines will be installed and maintained at the expense of the customer. Water furnished through surface lines will be furnished only from May to October first, except that the Department may render service before and after these dates if deemed advisable.

ARTICLE V
Meters

§162-47. All Metered Water.

All water from the Department's system, except as proved in Section 6, and will be supplied through one primary meter to the property supplied. All water passing through such meters will be billed to the owner of the property supplied, as the same appears in the records of the Department, whether the water is used or wasted. Customers are advised to read their meters frequently in order that leaks or waste may be detected and large bills prevented.

§162-48. Ownership of Meters.

The Department will own all meters. The meters will be installed by the Department, or by a qualified plumber, to standard requirements, at the property owner's expense. The Department reserves the right to designate the size of the meter to be installed on any service. The owner is responsible for installation of the remote sensor device wiring to a mutually agreed upon location.

§162-49. Location of Meters.

The property owner shall furnish a proper place for the installation of the meter in a horizontal position, just inside and as near as possible to the point of entry of the service pipe through the building wall. In the event that such a location cannot be provided, the meter will be installed at the property line in a suitable housing or pit provided and maintained at the expense of the property owner, and approved by the Department.

Where applicable the meter must be set in an approved meter horn with a valve on the street side of the meter. An approved back flow prevention device must be placed on the house side of the meter prior to another connection. The cost of the valve, meter horn, back flow prevention device and necessary plumbing, etc., shall be borne by the customer. Meters once set may be changed in location at the request of the customer, at the customer's expense, provided the Department has authorized such change.

§162-50. Cross Connections.

No connections capable of causing a backflow between the Department's water supply system and any plumbing fixture, device or appliance or between any waste outlet and pipe having direct connection to waste drains will be permitted. If such connections are discovered and the owner is responsible for such connection fails or refuses to break or properly protect the connection within 24 hours of written notice by the Department shall discontinue service making a definite break in the service pipe until the connection has been properly changed.

In no case shall two separate buildings occupied by different tenants be supplied by one meter unless the same individual or agency owns both buildings.

§162-51. Accessibility.

Meters must be easily accessible at all times so that they may be examined and read by employees of the Department. They must not be exposed to danger from frost or contamination.

§162-52. By Whom Set.

Employees of the Department only, except as may be especially provided otherwise in these Rules and Regulations shall perform the installation, repair and disconnection of all meters.

§162-53. Right of Access.

Any authorized representative of the Department shall have the right of access at any reasonable time to any part of any customer's premises for purposes of inspection, meter reading, repair or replacement of meters, or other legitimate purpose, and at any time in case of emergency.

§162-54. Safe Guarding Use of Hot Water Tanks.

All customers having direct pressure hot water tanks must place proper vacuum and relief valves in the pipe system to prevent any damage to such tanks pressure build up normally relieved into the Department's system, which cannot be relieved once a BFP is installed. Nor could it be relieved if it ever became necessary to shut off the water on the street mains. Accordingly, the Department shall not be liable for damages to any hot water tank on the customer's premises.

§162-55. Damaged Meters.

If meters are damaged by freezing, hot water, or any other external causes, either through carelessness or neglect of the owner or occupant of the premises or his agents, the Department, except as hereinafter provided, will repair the meter; and the owner must reimburse the Department for all cost of repairs.

In case of breakage, stoppage, or any other irregularity in the meter, the property owner shall notify the Department.

§162-56. Meter Testing.

Every water meter is carefully tested before it is first installed, and also before it is reset after having been removed for repairs or other purposes. Periodic tests for duty or each meter will also be made as often as the Department may deem necessary. Should a property owner at any time question the accuracy of the meter on his service, it may be tested (preferably in his/her presence) after the Department receives the request in writing. A deposit will be required before the meter is disconnected. The deposit shall be \$25.00 for ¾" meters and less; \$125.00 for 1" meters, and at the Departments cost for meters 1 ½" and greater. Should the test show that

the meter has been over-registering in excess of two percent, the deposit will be refunded. If the test result is within this limit, or is in favor of the consumer, the deposit will be retained to cover the cost of removal and test. Seasonal meters will be returned to this department at the end of the summer season and will be tested annually.

§162-57. Adjustments.

If the testing of a meter as hereinbefore provided shows that the meter fails to register correctly within two percent, the charge for water to the consumer shall be adjusted accordingly as the registration varies from 100 percent; and such adjustment shall apply to the current period only, unless it is apparent to the Department that a previous period's consumption has also been affected by the same error.

§162-58. Repairs to Large Meters.

At the written request of the Department, meters larger than two (2) inches shall be returned to the factory for necessary and complete repairs. All expenses in connection with such removal and replacement and the cost of repairs shall be borne by the property owner.

§162-59. Billing Non-Registering Meters.

In case of 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 or subsequent thereto.

§162-60. Unserviceable Meters.

The Department reserves the right at all times to remove, test, repair, and replace any meter; and is such meter is found to be economically unserviceable, that meter will be replaced at the expense of the Department.

§162-61. Tampering With or Defacing Meters.

The Department will 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 Department for the protection of any meter, valve, or seal.

The Department will shut off the water when meters have been tampered with or seals broken, and the water will not be turned on again until full satisfaction has been made to the Department.

§162-62. Unauthorized Use of Water.

No person shall take or use water contrary to these published Rules and Regulations of the Department or take or use water illegally or in such a way as to evade the tariff schedule rates or meter charges. Service can be terminated at any point on the line between main and shut off, if not properly connected. In addition, a fine of \$500.00 will be imposed.

§162-63. Auxiliary Meters.

If additional or auxiliary meters are desired by customers who are on Multiple Service, for the purpose of showing subdivision of the supply, such additional or auxiliary meters shall be subject to a meter maintenance fee paid by the customers, installed and maintained at his expense.

§162-64. Auxiliary Meter Rates.

In cases where customers are on Multiple Service through a single meter, the amount of water used shall be billed on the basis of the Department filed rates computed on the assumption that all customer units served by the said meter used an equal amount of water during the billing period.

§162-65. Multiple Service.

Where there is more than one customer unit in a building supplied with water, the Utility shall require either:

1. That the plumbing be so arranged as to permit a separate meter for each customer unit; or
2. That the owner of the premises will be responsible for payment of all charges for water service rendered to the property billed in accordance with the rates on file. Owner is responsible for all water charges on property incurred by tenants. These bills will be liens on the property.

§162-66. Outside Readers.

All customers shall be required to have an outside reader for their meter. The outside reader shall be furnished and installed at a location on the premises acceptable to the Department (typically near the electric meter). The customer shall be responsible for repairs or replacement of damaged outside readers. The Department shall render a bill for labor, equipment, and materials for all such repairs or replacement. The outside reader and appurtenances shall be the property of the Department. If the customer does not desire an outside reader to be attached to their house, then a radio read meter will be installed at the customer's expense.

ARTICLE VI**Meter Installation and Backflow Prevention Devices**

The following provisions shall apply to the installation of meters and backflow prevention devices at customer's premises served by the Department.

§162-67. Lead Services.

The Department will not permit the use of lead piping for the purpose of transporting water, and no meter will be installed on any service utilizing lead piping.

§162-68. Hot Water Tank Pressure Relief.

No meter will be installed where a customer's hot water tank is not equipped with a pressure relief valve. Customers will be required to engage a certified plumber to install pressure relief valves within thirty days of notification.

§162-69. Multiple Customer Service.

It is the policy of the Department to require that each customer be served individually via a single pipe through a single meter. This policy will be subject to exception in unusual cases, in the Department's reasonable discretion, where piping layouts, property line complications, or other circumstances warrant.

Department responsibilities: The Department will attempt to determine the location of any underground service pipe serving more than one customer. Upon location of any such service pipe, the Department will determine how separate services to the customers involved can be accomplished. In order to accomplish the installation of a

separate service for each such customer, the Department will install, at no cost to the customer, any required new main line taps or service line extensions to the property line, and the Department will, as appropriate, upgrade any existing service line to the property line. The Department's responsibility for the operation and maintenance of all service lines will cease at the property line at the downstream end of the shut-off valve.

Customer responsibilities: Customer service line responsibility and ownership begins at the downstream end of the shut-off valve. Any customer serviced via a branch line will be responsible for the installation of a new direct service line from the Department's shut-off valve to a delivery point, and must enter into an agreement acceptable to the Department to ensure timely installation of the new service. It is expected that customers having new service line installations will wish to have this work completed coincidentally with any required Department service line construction. Customers shall use materials and piping approved by the Department. Pipelines shall be buried to a depth of six feet, or, if less than six feet, be insulated.

§162-70. Pumps.

The Department will not pay for the installation of pumps where pressure has been reduced due to meter and backflow prevention device installation.

§162-71. Customer Cooperation.

Customers should try to be available for meter installation appointments during normal workweek hours. In cases where it is impossible to schedule an appointment during the week, the Department's installer will work during the evening or weekends at the customers expense to reimburse for overtime.

Customers shall provide access to the water service lines to permit convenient installation of meters and backflow prevention devices. Customers shall also provide service lines, which are in good and usable condition for installation of meters and backflow prevention devices.

If there are repeated failures to keep appointments, or if any customer refuses to perform the customer's responsibilities hereunder or to reasonably cooperate with the Department, the Department may terminate the customer's water service after reasonable notice.

§162-72. Cross Connection Control Program.

Purpose – Cross-connections between water supplies and non-potable sources of contamination represent one of the most significant threats to health in the water supply industry. This program is designed to maintain the safety and potability of the water in the Peterborough Water Department's system by establishing rules and procedures to control cross-connection situations and to prevent the contamination of public drinking waters by the backflow of water or other liquids, mixtures or substances into the distributing system from a source or sources other than its intended source. This document is intended to supplement the regulations promulgated by the New Hampshire Department of Environmental Services as listed below. The attention of all concerned parties is directed to those regulations.

Authority – The authority for adopting this Article is the New Hampshire Code of Administrative Rules, Part WS-314, Cross-Connections.

Definitions – As used in this Article, the following terms shall have the meanings indicated.

BACKFLOW: The flow of water or other foreign liquids, gases or other substances into the distribution system of a public water supply from any source other than the intended source.

BACKFLOW PREVENTER:

- **AIR GAP** – A physical separation sufficient to prevent backflow between the free-flowing discharge end of the table water system and any other system.
- **ATMOSPHERIC VACUUM BREAKER** – A device that prevents back siphonage by creating an atmospheric vent where there is either a negative pressure or sub-atmospheric pressure in a water system.
- **BACKFLOW PREVENTER WITH INTERMEDIATE ATMOSPHERIC VENT** – A device having two (2) check valves separated by an atmospheric vent.
- **DOUBLE CHECK VALVE** – A device having two (2) spring-loaded, bronzed-faced-with-rubber-disc check halves, with shutoff valves and test cocks for periodic testing.
- **HOSE BIB VACUUM BREAKER** – A device that is permanently attached to a hose bib and which acts as

- an atmospheric vacuum breaker.
- **PRESSURE VACUUM BREAKER** – A device containing a spring-loaded check valve and a spring-loaded atmospheric vent that opens when pressure approaches atmospheric.
- **REDUCED PRESSURE-PRINCIPLE BACKFLOW PREVENTER** – An assembly of check valves and a reduced pressure zone that spills water to the atmosphere in the event of failure of the valves. It has valves and fittings that allow the device to be tested.
- **BACK SIPHONAGE**: Backflow resulting from negative or less than atmospheric pressure in the water system.
- **BACK PRESSURE**: A condition in which the owner's system pressure is greater than the supplier's system pressure.
- **NH DES**: The State of New Hampshire Department of Environmental Services.
- **CONTAINMENT**: A method of backflow prevention that requires a backflow presenter at the water service entrance.
- **CROSS-CONNECTION**: Any actual or potential physical connection or arrangement between two (2) otherwise separate systems, one of which contains potable water and the other of which contains water of unknown or questionable safety and/or steam, chemicals, gases or other contaminants whereby there may be a flow of an unapproved water to a water supply.
- **CROSS-CONNECTION CONTROL**: In compliance and in conjunction with the New Hampshire Code of Administrative Rules, Part WS-314, Connections, the Department will publish an established set of rules and initiate a cross-connection control program to protect the public water supply system. No cross-connection within the system will be allowed unless protected by an approved backflow preventer commensurate with the degree of potential hazard. All such devices shall be located at the water service entrance and all water consumption within the premises shall pass through the protective device. The Department is further empowered to establish and collect certain fees and charges associated with the inspection and testing of premises and devices. Said fees and charges shall be reviewed with the Board of Selectmen and incorporated into the annual budget.
- **DEPARTMENT**: The Peterborough Water Department.
- **FIXTURE ISOLATION**: A method of backflow prevention in which a backflow presenter is located to correct a cross-connection at an in-plant unit rather than at the water service entrance.
- **OWNER**: Any person who has legal title to or license to operate or inhabit in a property upon which a cross-connection inspection is to be made or upon which a cross-connection is present.
- **PERMIT**: A document issued by the Department that allows the use of a backflow preventer.
- **PERSON**: Any individual, partnership, company, public or private corporation, political subdivision or agency of the state, department, agency or instrumentality of the United States or any other legal entity.
- **WATER SERVICE ENTRANCE**: That point in the owner's water system beyond the sanitary control of the Department. This will ordinarily be the curb stop at the property line and will always be before any unprotected branch.

Administration –

- A. The Department will operate a cross-connection control program, including keeping necessary records, which fulfills the requirements of the NH DES Cross-Connection Regulations.
- B. The owner shall allow his property to be inspected for possible cross connection and shall follow the provisions of the Department's program and the NH DES regulations if a cross-connection is permitted.
- C. If the Department requires that the public supply be protected by containment at a property, the owner shall be responsible for water quality beyond the outlet end of the containment device and can utilize fixture isolation for that purpose.
- D. Both the Department and the owner shall attempt to eliminate all cross connections.

Responsibility –

- A. Code Enforcement Department:
 1. On new or renewal plumbing applications, the Code Enforcement will issue cross-connection permit applications to the owner, with notification to the Department.
 2. The Code Enforcement Department shall issue a certificate of occupancy only after a backflow preventer is installed.
 3. The Code Enforcement Department shall notify the Department of any unprotected cross-

connections observed at premises during other plumbing or building inspections.

B. Department:

1. On new or renewal plumbing work, the Department shall:
 - a. Provide a backflow preventer application form to the Code Enforcement Department;
 - b. Receive completed forms from the owner;
 - c. Perform on-site evaluation and inspection and/or plan review to determine if a backflow preventer is required;
 - d. Notify the Code Enforcement Department of requirements;
 - e. Issue backflow preventer permit; and
 - f. Perform installation inspections and testing.
2. For premises existing prior to the start of this program, the Department will perform evaluations and inspections of plans or premises and inform the owner, by letter, of any correction deemed necessary, the method of making the correction and the time allowed for the correction to be made. Ordinarily, thirty (30) days will be allowed.
3. The Department will not allow any cross-connection to remain unless it is protected by an approved backflow preventer for which a permit has been issued and which is regularly tested and operates satisfactorily.
4. The Department shall inform the owner by letter of any failure to comply by the time of the first re-inspection. The Department will allow an additional fifteen (15) days for the correction. If there is a failure to comply with the needed correction by the time of the second re-inspection, the Department shall inform the owner, by letter, that the water service to the owner's premises will be terminated within a period not to exceed five (5) days. A copy of this letter will be forwarded to the Health Officer and Code Enforcement Department. If the owner informs the Department of extenuating circumstances as to why the correction has not been made, extensions to these time periods may be granted by the Department, but in no case shall exceed an additional thirty (30) days.
5. If the Department determines at any time that a serious threat to the public health exists, service shall be terminated immediately.
6. The Department shall begin initial premises inspections to determine the nature of existing hazards and corrections to be made. The initial focus shall be concentrated on industrial and high-hazard premises. The Department shall eventually inspect each industrial, commercial, governmental and large residential premise. The Department shall re-inspect each premise at the time of permit renewal or every five (5) years.
7. The Department shall have on its staff a person who is a certified backflow prevention device tester and who is responsive for the implementation of this program.

C. Owner:

- a. The owner shall be responsible for the elimination or protection of a cross-connection on his/her premises. The owner shall have the responsibilities as contained in these regulations.
- b. The owner, after being informed by a letter from the Department, shall at his/her expense install, maintain, test, or have tested any backflow preventer on his/her premises.
- c. The owner shall correct any malfunctions of the backflow preventer that may be revealed by periodic testing. This shall include the replacement of parts or the replacement of the backflow preventer if deemed necessary by the Department.
- d. The owner shall inform the Department of any new proposed or modified cross-connection and also any existing cross-connection of which the owner is aware but has not been found by the Department.
- e. Any owner having a private well or other private water source must have a permit if the well or source is cross connected to the Department's system, and permission to cross-connect may be denied by the Department. The owner may be required to have a backflow preventer at the service entrance if a private water source is maintained, even if it is not cross connected to the Department's system.
- f. The owner shall not install a bypass around any backflow preventer unless there is a backflow preventer on the bypass. Owners who cannot shut down operation for testing must supply the additional devices necessary to allow testing to take place.
- g. The owner shall only install overflow preventers listed or approved by the Department and the NH DES.

- h. The owner shall install the backflow preventer in a manner approved by the Department.
- i. If the owner installs plumbing to provide potable water for domestic purposes, which is on the Department's side of the backflow preventer such plumbing must have its own backflow preventer or individual fixture isolation.
- j. The owner shall be responsible for the payment of all fees for permit(s), annual or semiannual device testing or retesting in the case a device fails to operate correctly, and second re-inspections for noncompliance with the Department or NH DES rules and regulations.
- k. Owners having new swimming pool installations shall install a backflow preventer at the nearest sill cock used for pool use before any permit shall be issued. Failure to do so will result in immediate termination of water. Owners of existing pools shall install a backflow preventer within fourteen (14) days of being notified by the Department. This regulation shall apply to both in-ground and aboveground installations.
- l. Owners having outside watering setups for gardens shall install a backflow preventer on that line if it branches before any other preventer.

Degree of Hazard –

The Department recognizes the difference in the threat to the public water system arising from different types of cross-connection. These are classified as follows:

- A. Low degree of hazard: If backflow were to occur, the resulting effect on the water supply would be a change in its aesthetic qualities. The foreign substance must be nontoxic to humans.
- B. High degree of hazard: If backflow were to occur, the resulting effect on the water supply could cause illness or death if consumed by humans either from a chemical, bacteriological or radiological standpoint. The effects of the contaminants may result from short or long-term exposure.

Permits –

- A. The Department shall not permit a cross-connection within the public water supply system unless it is deemed necessary and cannot be eliminated.
- B. Cross-connection permits are required for each backflow prevention device and are secured from the Department. There is no fee for permits.
- C. The permit shall contain the information required in this regulation.
- D. Permits shall be renewed every five (5) years and are nontransferable. Permits are subject to revocation for cause by the Department and become immediately revoked if the owner should so change the type of cross-connection or degree of hazard associated with the service.

Existing Backflow Preventers –

Any existing backflow preventer shall be allowed by the Department to continue in service unless the degree of hazard is such as to supersede the effectiveness of the present backflow preventer or result in an unreasonable risk to the public health.

Testing –

- A. Backflow prevention devices shall be inspected and tested at least semiannually in high hazard situations and annually in low hazard situations.
- B. Periodic testing shall be performed by the Department's certified inspector for a fee to be determined by the hourly rate of compensation of the inspector.
- C. The testing shall be accomplished during the Department's regular business hours. Exceptions to this, when at the request of the owner, may require additional charges to cover increased costs to the Department.
- D. Any backflow preventer that fails during a periodic test will be repaired or replaced by the owner. Certain high-hazard situations will not be allowed to continue unprotected if the backflow preventer fails the test and cannot be repaired immediately. In other situations, a compliance date of not more than seven (7) days after the test date will be established. The owner is responsible for the provision of spare parts, repair tools or a replacement device. Parallel installation of two (2) devices is an effective means of the owner ensuring uninterrupted water service during testing or repair of devices and is recommended strongly when the owner desires such continuity.

Records and Reports –

Records and reports shall be kept as follows:

1. Master files on customer inspections;
2. Master files on cross-connection permits;
3. Copies of permit applications;
4. Copies of lists and summaries.

ARTICLE VII Main Pipe

§162-73. Distribution Main.

Distribution mains are water pipes laid in the streets as feeders for consumer's service and hydrants. All distribution mains and extensions thereof will be installed by the Department or by a qualified contractor. The property owner or owners, subject to the following provisions lay their pipes on written application to the Department.

§162-74. Financing Extensions.

If approved by the Board of Selectmen, the installation of distribution mains, will be financed by the Department and shall become and remain the property of the Department when installed and said Department agrees in consideration therefore to maintain the same at its own expense so long as there is sufficient demand for water service in said location.

§162-75. Supply Mains.

Supply mains are water pipes laid solely for the purpose of strengthening the water supply system and to insure the delivery of an adequate supply of water to critical points of the distribution system. Connections for service pipes and for hydrants are permitted to main supply pipes, which are 16 inches and less in diameter, subject to the same rules and regulations governing all service pipe installations.

§162-76. Mainline Extensions.

Extension of service mains will be made upon petition of seventy-five percent (75%) of the prospective customers within the limits of said extension, provided that such prospective customers are located on already accepted roads, subject to the following conditions:

- A. Each shall be known as a "guaranteed" extension and the owners of the properties supplied with water there from shall be required to pay for the water at the regular metered rates.
- B. The size of the water main shall be determined by the Department, giving weight to the conditions surrounding the extension, including the possibility of future expansion. The cost to the petitioners shall be based on eight-inch main line installation.
- C. Each petitioner shall pay, in addition to the regular water rates, their proportionate share of the total cost of the extension. The charge will be billed quarterly from the completion date of the extension for a period up to twenty (20) years or until the investment has been recovered.
- D. The investment charge guaranty will be assumed on an equal basis by the extension customers served by such extension unless otherwise mutually agreed.
 1. Additional customers requiring service along any such guaranteed extension shall be liable for an equal share of the balance remaining on the original investment;
 2. The length of the guaranty period may be changed by the Department.
- E. The Department may refuse to make an extension under the terms set forth above if such extension does not appear to be in the best interest of the Town.
- F. The Board of Selectmen shall be authorized to withdraw money from the Department Capital Reserve Fund or borrow money from private institutions and establish the interest rate for a guaranteed mainline extension. The Selectmen are also authorized to withdraw from Capital Reserve Funds for capital improvement and repairs to the water system.
- G. The title to the property installed under this paragraph shall be conveyed to the Department upon completion of the work.
- H. The customer on extensions of this character shall mean the developer or such other party or parties with whom the contract is made, and their successors or assigns.

§162-77. Hydrants.

- A. Hydrants: It shall be unlawful for any person except one duly authorized by the Department, or who shall

be a member of the Fire Department of the town, to open, turn on, turn off, interfere with, attach any pipe or hose to, or connect anything with any fire hydrant, stop valve or any valve belonging to the Department or obstruct the access to any hydrant by placing around or thereon any stones, bricks, lumber, poles or dirt or willfully or carelessly injuring the same.

B. Private Hydrants:

1. All new private hydrants shall be installed under the supervision of the Department and shall conform to the hydrant specifications of the Department at the time of installation. Hydrants not approved by the Department shall be specifically prohibited.
2. A flat fee of fifty dollars (\$50.) per hydrant will be charged annually. The fee will be collected in the first quarter billing period for each subscriber.
3. Maintenance performed by the Department will consist of twice a year inspections of private hydrants – any necessary pumping and antifreeze installations in the Fall, painting and color coding as necessary and lubricating the caps annually.
4. The owner shall continue to be responsible for snow removal and weed control.
5. Also, twice yearly, the Department shall advise the owner of any necessary repairs and whom to contact to do the repair.
6. Notification of inoperative hydrants shall be given immediately to the Fire Department.
7. Upon notification of repairs, the Department shall re-inspect the hydrant and certify to the Fire Chief that the hydrant is in operable condition.
8. Failure by the owner to make necessary repairs within prescribed time, unless other arrangements are indicated, shall result in the service being terminated at the main and not being restored until said repairs are completed and certified.

C. Penalty:

1. Any person convicted of unauthorized use of a fire hydrant shall be fined not less than one hundred dollars (\$100.) nor more than five hundred dollars (\$500.), plus restitution and court costs, said fine to be payable to the Peterborough Water Department.
2. To ensure the safety and protection of the fire hydrants for fire protection, any person authorized to open fire hydrants shall use only an approved spanner wrench and shall replace the caps on the outlets when the same are not in use. Failure to do so shall be sufficient reason to prohibit the future use of hydrants and the refusal to grant subsequent permits for the use of the hydrants for other than fire protection.
3. Developers shall be required to furnish hydrants and gates as required by the Superintendent who shall furnish specifications.

D. Pool Filling: The Departments Policy on the filling of pools from Town fire hydrants shall be as follows:

1. Application shall be made in advance to the Department – giving the location and dimensions of the pool.
2. The Public Works Director or a designated Supervisor shall determine the hydrant to be used and the time it may be used.
3. The applicant shall employ at his own expense an employee of the Department for the duration of the filling. The Town employee will attach a meter/backflow device to the hydrant and the applicant will be charged for water usage.
4. Failure to comply with any of the above provisions shall result in a property lien bought in the amount of three (3) times the cost of the water used.
5. Unauthorized use of a town hydrant will result in a court summons to the owner of the pool filled.
6. Swimming pools must have a backflow valve on the nearest sill cock. This shall be inspected annually by the applicant's plumber and certified to the Department before any pool is filled.
7. In lieu of the above, pool owners in Peterborough may elect to have their pools filled using tank trucks. Water for tank trucks will be drafted from hydrants selected by the Department, and the pool owner shall pay for the water and
8. Department labor to open and close hydrants.

As a general practice, pools will not be filled from dead-end hydrants between 5:00 am and 7:00 pm because of turbidity caused. The Town will use its best efforts to provide clean water, but assumes no responsibility for the quality of water provided through the hydrant.

The Town reserves the right to require residents to contract with a private vendor for water tanker delivery in order

to fill newly constructed and/or totally drained pools in an effort to preserve the public water supply during dry periods of the year. Residents who are not within a convenient proximity of a public hydrant may be required to contract a private water tank delivery.

The practice of reading a permanently installed water meter before and after filling the pool is not permitted.

§162-78. Tapping into System.

- A. It shall be unlawful for any person other than the Department or its authorized agent to tap any of the water mains of the Department or to attach any service pipes to abandoned services without first obtaining permission from the Director of Public Works of the Department.
- B. All taps on mains are to be made by the Department or its agent upon application by the property owner to the Department properly filled out and with proper deposit the work will be done in the order of which the deposits are received in the Department office.
- C. All future installations of curb cocks and fire hydrants, and all replacement of the same, are to be located on or near the property line of the street.
- D. All water shutoff valve boxes located in any of the public streets must be kept at a level of the finished surface of the street and any road construction must raise or lower these valves to conform to this regulation.
- E. All highway repairs made necessary by replacing water pipes from the mains to the curb boxes or for lifting water shutoff valves to the surface of the street shall be made by the Highway Department and shall constitute a proper charge against the Water Department.

ARTICLE VIII

**Water Main, Valving, and Appurtenances
Specifications**

§162-79. General.

Description

Work described in this Section includes the furnishing, installation, and testing of ductile iron, or High Density Polyethylene (HDPE) mains, valves, and accessories.

Quality Assurance

- A. The materials shall be provided in accordance with the Specifications.
- B. The Engineer shall be notified in advance, prior to any system testing. Any testing done prior to notification shall be considered as not having taken place. Adequate notice shall be construed as ample time for the Engineer to prepare for and observe the testing.
- C. General: Submit six (6) copies of all required shop drawings and equipment data as specified under Section 01300 Submittals. Submit manufacturer's certification that valves and accessories meet or exceed the specifications.
- D. All water main and appurtenance materials and installation methods shall conform to the requirements of the New Hampshire Water Supply Engineering Bureau.

Delivery, Storage, and Handling

- A. Schedule delivery to coincide with related work.
- B. Verify compliance with the Specifications at time of delivery.
- C. Store equipment in dry enclosed area, off the ground.

Job Conditions

- A. Do not install pipe and fittings in inclement weather, which hinders clean operations.
- B. Contractor to maintain at least one—way traffic at all times for all work.

§162-80. Products.

Ductile Iron Pipe, High Density Polyethylene (HDPE) Pipe, Joints and Fittings

- A. Ductile Iron Pipe:
Ductile iron pipe shall be push on or mechanical joint ductile iron pipe conforming to ANSI/AWWA C151/A21.51, ANSI/AWWA C111/A21.11, and ANSI/AWWA C104/A21.4. Pipe shall be Thickness Class 52. All pipe and fittings shall be cement mortar lined double thickness (1/8") and shall have bituminous

seal coat.

- B. High Density Polyethylene (HDPE) Pipe:
All HDPE pipe 4"-12" shall be DIP-sized on the OD. Pipe shall be marked continuously along its length with blue stripe(s) that are integrally extruded into the pipe. Painted-on striping will not be allowed. Pipe shall have an SDR rating to match the pressure requirement for the area into which it is to be installed, but in no case shall have an SDR less than 13.5. Pipe shall be joined by the heat/butt-fusion method. All fusion work to be performed by manufacturer-certified personnel only. Where and when appropriate, the HDPE pipe may be joined by the use of electrofusion couplings (see "fittings" for appropriate specifications and installation). Pipe shall conform to ASTM PE3408, 1248, 3350, and AWWA C906 (4"-12"), and have a cell classification of 345434C. Pipe shall be manufactured by CSR/Polypipe, or approved equal.
- C. Ductile Iron Fittings:
Mechanical joint compact fittings shall be ductile iron Class 350 conforming to ANSI/AWWA C153/A21.53, ANSI/AWWA C111/A21.11, and ANSI/AWWA C104/A21.4. Fittings shall have fully restrained joints.
- D. HDPE Fittings:
HDPE fittings shall be used whenever HDPE pipe is installed. They shall be installed by the same butt-fuse method as used when joining HDPE pipe. Fittings shall conform to all the same specifications as the pipe, with the exception that fittings shall have a minimum of one SDR rating higher than the pipe into which they are to be installed. Fittings shall conform to ASTM D2513, API 15LE, and ANSI/AWWA C906-90, with resins conforming the material specifications listed in ASTM D1248. HDPE fittings shall be manufactured by CSR/Polypipe, Central Plastics, or approved equal.
- E. HDPE Electro-fusion Couplings:
Electro-fusion couplings shall conform to all applicable specifications for HDPE pipe, and shall also conform to ASTM F1055, and D2513. Only electro-fusion couplings will be allowed, and approval must be received before any products are allowed on-site. All electro-fusion couplings will be installed by qualified trained personnel. All electro-fusion will be done only with express permission, and under complete observation/control of the Engineer.
- F. Service Saddles:
Service saddles shall be used on all corporations installed on HDPE, or PVC pipe, and on all corporations larger than 1" installed on all DI pipe. Saddles shall have a ductile iron body, and two stainless steel straps. The body shall be coated with a fusion-applied nylon. Additionally, all saddles used on HDPE pipe (where allowed) shall have stainless steel spring washers, to maintain long-term torque on the HDPE pipe. Service saddles for HDPE pipe shall be 202N-H, manufactured by Romac Industries, or approved equal.
- G. HDPE Tapping Tees:
HDPE tapping tees shall be used on HDPE pipe in lieu of brass corporations. Tapping tees shall be made from PE 3408 polyethylene and have an integral brass cutter to tap the HDPE pipe, once installed. Tees shall have an integral saddle, formed to mate to the pipe/size being installed on, and shall be installed using the saddle-fusion method. All fusion to be done by manufacturer-certified technician(s) only. Tees shall have an outlet sized to mate to the CTS tubing being used, and may be joined to the CTS tubing either by the butt-fusion method, or by brass compression adapter(s). Tapping tees shall be manufactured by CSR/Polypipe or Central Plastics, or approved equal.

Copper Pipe and Fittings

- A. Copper pipe shall be Type K flexible copper.
- B. Heavy duty three-part couplings shall be used to join lengths of copper pipe. Flared or compression pack joints may be used.

Gate Valves

- A. Gate Valves shall be resilient seated and shall conform to AWWA Standard C515 and C550, latest revision. Gate valves shall consist of an encapsulated disc with elastomer seat, which in the closed position creates a seal on the cast iron body resulting in a bubble tight seal across this disc at a full differential of 200 psi.
- B. Valves shall operate with a 2" square wrench nut and shall open left. Valves shall have non—rising stem, double O—ring seal, mechanical joints on both sides (except that tapping valves shall be mechanical joint on one side and flanged on the other side), and shall have fusion bonded epoxy coating on all exterior and interior surfaces. Valves shall open left.

Valve Boxes

- A. Cast iron valve boxes and covers shall be provided on all buried gate valves. The boxes shall be adjustable and extend from the valve to the ground surface. Minimum diameter of valve boxes shall be 5 1/4 inches. Boxes shall be manufactured by Tyler Pipe, Quality Water Products, or Bibby.
- B. Cast iron curb stop boxes shall be rod type with 5/8" diameter rod and two hole cover, cotter pin at base of rod shall be brass. For any valve larger than 1", a properly sized foot piece shall also be installed.

Fire Hydrants

- A. Type: 5-1/4 inch Dry-Barrel, compression type safety breakable section, AWWA C502.
- B. Nozzles, Operating Nuts, and Direction to Open: One (1) 4-1/2 inch steamer and two (2) 2—1/2 inch outlets. Threads on nozzles and caps and operating nuts shall be National Fire Hose Coupling Screw Threads, 1-1/2 inch point to flat pentagon operating nuts, and the direction to open shall be to the left (counter-clockwise). A direction to open arrow shall be cast in hydrant adjacent to operating nut. Furnish chains for outlet caps. The drain port shall be plugged.
- C. Pipe Connection: 6-inch mechanical joint.
- D. Pressure Rating: 150 psi working pressure, 300 psi test pressure.
- E. Model: The fire hydrants shall be Waterous Pacer WB-67, or equal.

Service Brass

- A. Corporation stops shall be ball type with a 300 psi rating, heavy duty brass as manufactured by Ford Meter Box Company, McDonald, Mueller or equal. Flared or compression pack joints may be used. All brass shall conform to AWWA C800 and ASTM Code B-62.
- B. Service saddles shall be single strap, nylon coated with stainless steel hardware.
- C. Curb stops shall be ball type, heavy-duty brass as manufactured by Ford Meter Box Company, McDonald, Mueller, or equal, flared or compression pack joints may be used.

Tapping Sleeve and Valves

- A. Tapping sleeves shall be cast or ductile iron, mechanical joint, with outlet flange conforming to AWWA C-110.

§162-81. Execution.Installation of Pipe and Valves

- A. Pipe shall have a minimum of five feet six inches (5'6") of cover unless otherwise noted.
- B. Pipe shall be installed in accordance with AWWA C600 standard.
- C. Pipe and fittings shall be completely cleaned before placing. Piping shall be kept free from scale and dirt. Open pipe ends shall be protected at all times to prevent foreign material from entering. All pipe and fittings shall be visually inspected for defects by Contractor before installation.
- D. Pipes shall be installed with proper bedding and backfill.
- E. Piping shall be furnished and installed as indicated, straight, plumb and as direct as possible.
- F. Piping shall be accurately cut to measurements established in the field and worked into place without forcing.
- G. Service saddles shall be used with all 1-1/2" and 2" corporations.
- H. No trench water shall be allowed to enter pipe.
- I. Install valves and accessories in accordance with manufacturer's instructions, valves shall be generally installed in a closed position.
- J. Anchorage: Provide thrust restraint at all tees, bends, valves, or dead ends.
- K. Check and adjust valves and accessories for smooth operation.

Installation of Hydrants

- A. Inspect all hydrants before installation.
 1. Reject any damaged or flawed hydrants.
- B. Insure trench and other conditions suitable for hydrant installation prior to installing same.
- C. Install all fire hydrants per recommendations of manufacturer and per AWWA C600 (latest revision).
- D. All hydrants to be plumb.

- E. Pumper connection to face road in all instances.
- F. All hydrants to have poured concrete thrust blocks behind hydrant shoe. Thrust block shall not impede operation of barrel drain.
- G. Painting
 - 1. Hydrants to be supplied with normal shop coatings.
 - 2. Field paint after installation with two (2) heavy coats of enamel specified if shop coating is damaged in storage or installation.
 - a. Color: Red.
- H. Operate all hydrants to check for smooth operation. Adjust as required.
- I. Clean all hydrants.

Supports, Anchors and Thrust Blocks

- A. Install all supports necessary to hold the piping and appurtenances in a firm, substantial manner at the line and grades required.
- B. All bends and hydrants in buried installations are to be properly restrained as indicated on the drawings.

Inspection

- A. Each section of installed water main shall be inspected by the Engineer prior to testing.

Installation of Service Brass

- A. Corporation stops shall be open before backfilling.
- B. Curb stop shall be placed square and plumb. Make sure cotter pin attachment to extension rod is secure. Make sure curb stop is closed before backfilling.
- C. All service brass, and curb boxes shall be free of any dirt or other debris.
- D. Use Teflon tape on corporation threads.
- E. All corporations shall be installed with a service saddle.
- F. A.W.W.A. C-800, latest revision, to be followed.

Record Drawings

The following record drawings must be prepared by the Contractor:

- A. Precisely measured dimensions to all on—line gate valves.
- B. Precisely measured dimensions to all blow—offs.
- C. Precisely measured dimensions to all house service shut—offs.
- D. Precisely measured dimensions to all house service taps to primary mains.
- E. Precisely measured dimensions to all distribution piping at approximately 200 foot intervals.
- F. Precisely measured dimensions to any principal changes in pipe direction or size.

NOTE: Precisely measured shall mean of sufficient accuracy to locate the facility or appurtenance to within one foot accuracy, and shall be given to the nearest .5 foot.

Testing

- A. The Contractor shall notify the Engineer and the Owner at least 48 hours in advance of beginning testing or disinfection.
- B. The Contractor shall furnish all necessary equipment and labor for carrying out a pressure test and leakage test on the pipeline in accordance with AWWA C-600(latest edition) Requirements.
- C. The pipe shall be subjected to a hydrostatic pressure of one and one-half (1—1/2) times the working pressure, and this pressure maintained for at least two hours. The leakage test shall be conducted at a pressure as determined by the Engineer and this pressure shall be maintained for at least 120 minutes during the test.
- D. The Contractor shall make any taps and furnish all necessary caps, plugs, etc., as required in conjunction with testing. He shall also furnish a test pump, gauges and any other equipment required in conjunction with carrying on the hydrostatic tests. He shall at all times protect the new water mains and the existing water mains against the entrance of polluting material.
- E. Tests to be made only after partial or complete backfilling of trenches.
- F. Position of all valves (fully opened or closed) in section of line to be tested shall be checked in the presence of the Engineer to insure that:
 - 1. All hydrant branch connections are open to the hydrant (hydrant closed, branch connection valve

- open).
2. All main line valves are properly positioned for section of line being tested.
- G. Fill pipelines, fittings and appurtenances with water for testing slowly.
- H. Expel all air from pipelines, fittings and appurtenances prior to performing tests.
1. If permanent air vents are not located at all high points, the Contractor shall install corporation stops at his expense at such points so that the air can be expelled as the line is filled with water. These stops shall be protected with a masonry bridge to prevent breakage during backfilling.
- I. Examination under pressure: All exposed pipes, fittings, valves, hydrants, joints shall be examined carefully during the hydrostatic and leakage tests.
- J. Allowable leakage: No pipeline installation, or valved section thereof will be accepted if the leakage is greater than that allowed by AWWA C600 Section 4.1 when tested at 1—1/2 times the working pressure or rated pressure whichever is greater. For flanged joints: No leakage allowable. The Contractor and the Engineer shall compute the allowable leakage for each section to be tested and agree on the allowable amount prior to performing any tests.
- K. Evaluation of Results/Corrective Actions:
1. Examination under pressure: All exposed pipes, fittings, valves, hydrants; joints shall be examined carefully during the hydrostatic and leakage tests.
 - a. Any damaged or defective pipe, fittings, valves or hydrants that are discovered during or following the hydrostatic and leakage test shall be repaired at his expense and the tests shall be repeated until they are satisfactory to the Engineer.
 2. Examination of leakage: If any leakage test of section of the system discloses a leakage greater than that specified in Paragraph 3.08K. herein, the Contractor shall, at his own expense, locate and repair or replace the defective or damaged materials. He shall then repeat the entire test and make additional repair and test and continue to repeat until the leakage is within the specified allowance.
 3. All visible leaks are to be repaired by the Contractor, at his own expense, regardless of the amount of leakage.

Disinfection

- A. Before being placed in service, all new water pipelines shall be chlorinated in accordance with AWWA C-651 (latest revision), "Standard for Disinfecting Water Mains." The procedure shall be discussed with the Engineer before doing the work and shall be approved.
- B. The location of the chlorination and sampling points will be determined by the Engineer in the field. Taps for chlorination and sampling shall be uncovered and backfilled by the Contractor as required.
- C. The general procedure for chlorination shall be first to flush all dirty or discolored water from the lines at a rate of at least 2.5 fps. Chlorine shall be introduced through a tap at one end, while water is being withdrawn at the other end of the line. The chlorine solution of 50 ppm free chlorine shall remain in the pipeline for about 24 hours. At the end of this period the residual chlorine shall be at least 10 ppm.
- D. Following the chlorination period, all water shall be flushed from the lines at their extremities, and replaced with water from the distribution system. Bacteriological sampling and analysis of the replacement water shall then be made by the laboratory in full accordance with the AWWA manual C601. The Contractor will be required to rechlorinate, if necessary, and the line shall not be placed in service until the requirements of the State Water Supply Division are met.
- E. Special disinfection procedures, such as soaking or swabbing, approved by the Engineer, shall be used in connections to existing mains and where the method outlined above is not practicable.
- F. The Contractor shall provide for and arrange for laboratory to take all samples for bacteriological testing as required by this Specification and Reference Standards included therein. Copies of all results shall be furnished immediately upon receipt to the Engineer.
- G. During the 24-hour standing period, all gate valves within the section being tested shall be operated to disinfect the mechanism.

ARTICLE IX Connection to Existing Water Mains

§162-82. General.

Description

Work Included: Furnish all labor, materials, equipment and incidentals required for connection of all new water

mains to existing water mains as shown on the Contract Drawings and as specified herein.

Quality Assurance

Clean, neat installations disinfected in accordance with A.W.W.A. C601 (latest revision).

Job Conditions

Contractor shall dig test pits at all locations of temporary or permanent interconnection locations as directed by the Engineer to familiarize himself totally with existing conditions and materials, equipment, appurtenances, etc. that he will need to make said interconnections. Contractor shall check outside diameter of existing pipe.

Timing

- A. All interconnections must be scheduled a minimum of 48 hours before actual work is to be done.
- B. Contractor must perform work only on days and at times approved by the Engineer and the Owner.

§162-83. Products.

Couplings

Dresser Style 138 steel couplings for cast and ductile iron pipe, or equal.

Tapping Sleeves

Tapping sleeves shall be cast or ductile iron, mechanical joints, with outlet flange conforming to AWWA C-lb. Tapping sleeves shall be sized as per Drawings.

Inspection

The Contractor shall inspect all interconnection areas prior to actual interconnection work.

Preparation

Materials and Equipment on Hand: The Contractor shall obtain and have at the job site all materials and equipment to make the interconnections prior to beginning work for each interconnection.

Performance

Make interconnection, restrain fittings and appurtenances, pour thrust blocks and flush so as to have service interrupted for as short a period as possible.

Adjust

After placing into operation but prior to backfilling, inspect each interconnection for soundness, workmanship, leaks, etc.

ARTICLE X
Water Use Restriction Policy

§162-84. Authority.

The Town of Peterborough adopts this Ordinance under its authority to regulate public water systems under RSA 38:26.

§162-85. Purpose.

The purpose of this ordinance is to ensure that the use of the Town's municipal water supply is regulated in a manner that the Town of Peterborough deemed to be in the best interest of the town. The Board of Selectmen may use reasonable means to protect, preserve and maintain the public health, safety and welfare whenever they have determined there exists a water supply shortage.

§162-86. Definitions.

- A. "Person" shall mean any individual, corporation, trust, partnership, joint stock company, association, state, municipality, commission, United States government or any agency thereof, political subdivision of the State or any interstate body, or other entity.
- B. "Water supply shortage" means that situation when insufficient water is available to meet the present or

anticipated needs of the municipality/ village district A water supply shortage usually occurs due to drought or a major infrastructure failure.

- C. "Municipal water" as referred to herein refers to the Town's public water system. These regulations do not apply to private water systems or private well in Peterborough.

§162-87. Declaration of a Water Supply Shortage.

Upon declaration of a water supply shortage or other water emergency by the majority of Board of Selectmen, the Town Administrator shall be authorized and empowered to impose such restrictions necessary to conserve and maintain adequate reserves of the public water supply, including the following:

- A. Landscape irrigation shall be prohibited except for irrigation, by low flow devices only, of crops for use as food by residents at a primary residence.
- B. All outdoor water use, such as watering lawns, is prohibited.
- C. The filling of swimming pools is prohibited.
- D. Use of automated landscape sprinkler systems is prohibited.
- E. Washing or cleaning streets, driveways, sidewalks or other impervious areas is prohibited.
- F. Washing of cars and boats, except at a commercial carwash facility, shall be prohibited.
- G. The use of water for firefighting, health, sanitation, medical purposes and other essential uses shall not be restricted. However, domestic water use conservation practices should be implemented wherever possible.

§162-88. Public Notification of a Water Supply Shortage.

Notification of any intent to restrict water use by the Board of Selectmen as part of a water supply shortage shall be posted in conspicuous public locations and published in a newspaper of general circulation within the Town of Peterborough or by such other means reasonably calculated to reach and inform all water users.

§162-89. Termination of a Notice of a Water Supply Shortage.

The Board of Selectmen of the Town of Peterborough upon a determination that the water supply shortage no longer exists may terminate a state of Water Supply Shortage. Public notification of the termination of a state of Water Supply Shortage shall be given in accordance with Section 5.0.

§162-90. Exceptions to Restrictions.

Notwithstanding the authority granted by Section 4.0 of this Ordinance, any order imposing restrictions in the use of water shall not apply to any person obtaining water from sources other than the public water supply, unless it can be clearly shown that the use of such water directly affects the public water supply. Written notice restricting the use of such water shall be given to the person in control of the same, and may be effective forthwith.

§162-91. Penalties.

Any person failing to comply with the restrictions imposed pursuant to this Ordinance shall be subject to a fine of **\$500.00 per day** and/or be subject to imposition of civil penalties pursuant to RSA 38:26, II not to exceed \$10,000 per day of such violation. Recovered penalties shall inure to the Town for such uses as the Town of Peterborough may direct. In addition to the foregoing penalties, the Town of Peterborough is authorized to discontinue the furnishing of water where orders and restrictions have been violated. Such discontinuance shall be made pursuant to RSA 38:31 and Env-Ws 360.06(b)4 and may be continued so long as there is evidence that the violations will continue.

**ARTICLE XI
Emergency Water Management Plan**

§162-92. Introduction/Purpose.

This Town of Peterborough Emergency Water Management Plan has been prepared in accordance with the State of New Hampshire, Department of Environmental Services Regulation Ws 307.08. This regulation states that all public water supply systems serving over 500 people shall have a formal emergency plan filed with the Department.

Figure 1 attached indicates the general location of Peterborough.

The Peterborough Emergency Management Plan was prepared to conform to guidelines established by the Emergency Management Agency.

The Town of Peterborough Emergency Water Management Plan includes the following in accordance with Ws. 307.08:

Ws. 307.08 Development of an Emergency Plan

- A. An emergency list of names, addresses and telephone numbers of the Town of Peterborough personnel, water system personnel in adjacent towns, and state water supply officials.
- B. A list of local contractors which will be useful in an emergency situation.
- C. A predetermined chain of command for emergency situations.
 1. Notifying state water supply personnel and local health officials.
 2. Notifying press and radio; and
 3. The identification of the party designed to make emergency decisions
- D. A comprehensive tabulation of the water systems facilities.
- E. A list of possible alternative water sources.
- F. A review of each component of the system (i.e. supply storage and distribution) relative to the impact of various types of emergency conditions to determine the level of affect, likelihood of occurrence, and necessary level of response, etc., in cases such as droughts, labor strikes, earthquakes, pollution, floods, and sabotage.
- G. Follow-up actions and responsibilities for returning to regular system operation.
- H. Identification of those service customers with unique needs.

§162-93. Chain of Command/Contacts.

1. ORGANIZATIONAL CHAIN OF COMMAND

In the event of an emergency that is of a magnitude to be considered a major Municipal Water System emergency, the line of authority (chain of command), the location and operation of the Emergency Operation Center (EOC) and a method for coordinating community resources, as indicated in the Emergency Management Plan for the Town of Peterborough, is as follows:

a. Situation

In order to provide effective management of the field forces during a major emergency situation, the key decision-makers must exercise control from a single facility in the community, herein after known as an Emergency Operations Center (EOC). This facility must have enough space for the communications capabilities necessary to direct the emergency responders and to provide information and instructions to the general public. The Peterborough EOC is located at the Peterborough Fire Department.

b. Organization

The Board of Selectmen Chairman, with support from the other key Town officials and non-government agencies, will exercise the Direction and Control function from the EOC during any declared emergency which requires the use of the Emergency Management Plan. In the event the chairman is not available, the position of Chief Executive in the EOC is filled in succession, by seniority, by members of the Board of Selectmen. In any event that none of the Selectmen are available, the following will automatically assume the position of Emergency Management Director in the EOC until such time as relieved by one of the Selectmen:

- i. Fire Chief - Emergency Management Director
- ii. Public Works Director
- iii. Town Administrator
- iv. Emergency Management Director
- v. Police Chief

The Emergency Management Director will coordinate the response of the community's departments, advise the Chairman of the necessary protective actions and coordinate the use of local and outside resources. Department heads, or designees, will direct their operational personnel from the EOC in coordination with the other community departments and the Emergency Management Director and in response to executive decisions.

c. Responsibilities

The Selectmen will:

- i. Support and promote the EOC concept to the public as a method of providing the most effective emergency management.

- ii. Decide on whether to activate the EOC or not and, if yes, whether to staff partially or fully.
- iii. The Emergency Management Director will:
- iv. Prepare the EOC for operation.
- v. Provide necessary clerical support personnel.
- vi. Provide for food service, sanitary facilities and sleeping accommodations during extended operations.
- d. The Police Department will:
 - i. Immediately call standby water department personnel in the event of an emergency.
 - ii. Provide security to the EOC
- e. The Public Works Department will:
 - i. Provide appropriate maps and display needed for emergency operations.
 - ii. Infrastructure Repair/Restoration

Concept of Operation

When notified of an impending emergency situation, the Chairman, on advice of the Emergency Management Director, decides on whether to staff the EOC and, if yes, directs the Emergency Management Director to prepare the facility. The assigned department heads, or designees, and clerical support personnel report to the EOC ready to begin operations. The Chairman directs each department to report its state of readiness, shortfalls in personnel and/or equipment and recommendations for correcting these shortfalls. The EOC operations staff will recommend to the executive staff those actions necessary to protect life and property. Based on these recommendations, the Chairman issues executive orders to the operations staff for transmittal to their respective field forces and information and instruction to the general public. Review procedures this list and periodic updating of the Municipal Water System Plan shall be the responsibility of the Emergency Management Director.

§162-94. Emergency Public Information/Communications.

The citizens of Peterborough will require and respond to timely and factual information and instructions during all phases of an emergency situation - pre-crisis; crisis and post-crisis - released by official sources. Detailed and factual information and instruction that are well - presented can reduce the incidence of panic among the threatened population.

Because of the complexities in the different types of disasters that could effect Peterborough Water System, most emergency information and instructions to the public must be prepared and released at the time of occurrence. To avoid confusing and misleading statements, there should be a single media contact person. Also, a method of handling rumors should be established to avoid misinformation being spread.

Authorized local officials can and should activate the local Emergency Broadcast System (EBS) for those emergencies within the Peterborough Water System that are truly local in scope.

CONCEPT OF OPERATIONS

In order that the public be informed of an emergency situation involving the Peterborough Water System, the Chairman of the Board of Selectmen must receive an assessment of the situation and the recommended corrective actions. This information should be prepared for release to the public through the local media in a timely manner. Subsequent informational and instructional bulletins should be issued as the situation warrants

The establishment of a rumor control center phone number is most important so that misinformation can be dispelled as soon as possible before it can spread and possibly cause panic among the general public. The phone number must be well publicized and manned by knowledgeable people. Rumor control will be established at the Police station.

The media must be made aware of the single-source concept for news and information and know that they will be given the whole story. Most media people will follow this concept as it relieves them of getting a fragmented news item. The local media should be contacted as soon as possible to relay numbers and /or locations where the media contact person would be made available.

In the event telephone communication is out of service, the Town of Peterborough radio communications throughout

its Departments allowing communication with Highway, Water & Sewer, Police, Fire, and Town Officials. Police and Fire Departments are able to communicate with outside organizations should additional help be needed. The attached Table 2 provides a list of Town of Peterborough’s communications equipment available.

If needed, citizen band radios could be issued into service along with local ham operators. Police and Fire Departments have “bull horns”. Other means of notifying the public would include local TV and radio stations. The attached Table 3 provides a listing of local TV, radio, newspaper and cable TV companies.

**TOWN OF PETERBOROUGH
COMMUNICATIONS EQUIPMENT**

EMERGENCY SERVICES: POLICE DEPARTMENT

Unit Type	# of Units	# of Channels	Frequencies in Use		
Base Station	1	32	155.640	156.090	155.474
Mobile radios	5	32	155.640	156.090	155.474
Portable Radios	12	16	55.640		
Pagers	4				

Contact: Chief Scott Guinard Telephone#: 924-8050

EMERGENCY SERVICES: FIRE DEPARTMENT

Unit Type	# of Units	# of Channels	Frequencies in Use		
Base Station	1	2	153.770	154.430	
Mobile Radios	11	6 plus	153.770	154.385	
			430.430	155.640	
Portable Radios	15	4 plus	153.770	154.385	
				430.430	154.640
Pagers	45	1			

Contact: Chief Joseph Lenox, III **Telephone#:** 924-8090 (Fire Station)
352-1100 (Dispatch)

EMERGENCY SERVICES: PUBLIC WORKS DEPARTMENT

Unit Type	# of Units	# of Channels	Frequencies in Use		
Base station	2	1	155.054		
Mobile Radios	15	1	155.054		
(Highway 1)					
	1	4	155.054	154.430	
			155.640	153.770	
Portable Radios (Highway 1)		4	155.054	154.430	
	1		155.640	153.770	
Pagers	5				

Contact: Public Works Director **Telephone#:** 924-8000

§162-96. Water Customers with Unique Needs.

The purpose of this section is to formally recognize the fact that the following customers present special concerns and consideration for water requirements. The nature of their operations makes it difficult, at best, to move patients to other locations during emergencies.

Monadnock Community Hospital	924-7191
Maplewood Manse	924-6772
Harborside Health Care	924-7267

Summerhill Residential Assisted Living	924-6238
RiverMead	924-0062

When and if a water emergency is declared, a supply of water on a priority basis will be provided as directed by the chief executive of the Emergency Operation Center.

§162-97. Water System Facilities.

The following is a summary of the Town of Peterborough Water System including existing demand conditions, water supply sources, storage system and distribution system. Figure 2, attached to this report, illustrates the water system component locations within Peterborough.

1. Water System Demand Conditions

a. Population

The population projections for the Town of Peterborough were recently prepared by the New Hampshire Office of State Planning. Table 1 (on next page) presents these population projections. This table also estimates the total Town population served by the water system to be approximately 75%, based on the number of buildings currently served by the water system.

Table 1
Population Projections for Town and Study Area
Peterborough, New Hampshire

<u>Year</u>	<u>Entire Town¹</u>	<u>Study Area</u>
1990	5,239	2,620
1998	5,686	2,843
2000	5,935	2,970
2005	6,398	3,200
2010	6,718	3,360
2015	7,373	3,690

¹ Based on OSP Population projections

b. Water Consumption

Several parameters are used to evaluate the water consumption in the town of Peterborough. Normally a study is conducted which evaluates the average demand and maximum daily demand for water in a community. Since Peterborough has recently replaced well meters and is currently replacing the residential meters, the measurement information is a best considered an estimate of actual demand. Peterborough also issued moratoriums on water usage during the summer months, which will reflect with lower maximum daily water consumption. In 1997 the well meter for the North well was not operational for a number of months, consequently the best estimate for current water demand is based on 1996 records of 630,000 gallons per day. the Town of Peterborough reached maximum well production, 24-hour operation in August 1996. In the summer of 1997 maximum well production occurred during July 1-3 and also on August 11 and 16. This well maximum is approximately 970,000 (24 Hour) with storage tank capacity used to supplement demand. The previous master plan estimated Commercial/Industrial water consumption at approximately 150,000 gallons per day. Since this plan was prepared New Hampshire Ball Bearings has reduced water consumption through conservation by approximately 75%. The largest water consumers for commercial/industrial are presented in Table 2 (on next page).

Table 2
Largest Commercial/Industrial Users for 1997
Peterborough, New Hampshire

<u>User</u>	<u>Average Consumption (GPD)</u>
New Hampshire Ball Bearings, Inc.	15,000
Springfield Laundry	9,000
MacDowell Colony	25,000*
Noone Falls	5,700
Monadnock Hospital	4,600

Monadnock Country Club	18,000*
New England Business Service	3,300
<u>Elite Laundry</u>	<u>2,000</u>
Total	82,600

* Indicates Summer Demand

The total commercial/industrial water consumption is approximately 100,000 gpd.

Based on the number of residential customers in 1996, the per capita water consumption of approximately gallons per day (530,000 gallons/4,016 persons). This is much higher than the typical national rate of 65 gpcd, but it is consistent with previous reports of high water consumption. The unaccounted water is usually defined as the difference between the well production and Town billing/meter readings. Meter information is currently not available, due to the ongoing replacement program. However, initial results from the Town’s meter replacement program indicate water consumption is higher and many of the older meters were not measuring the actual consumption. The unaccounted for water is normally related to leaks, non-metered buildings, under-registration of revenue meters, and fire hydrant usage. The unaccounted for water could be as much as 200,000 gallons per day and may be substantially reduced once the meter replacement program is completed. In 1977 the unaccounted for water was estimated to be 270,000 gallons per day or 40% of the system production. This is considered high compared to a recommended 10-12% by the American Water Works.

The per capita water consumption for the future has been estimated to be 130 gallons per capita per day. Maximum day is defined as the highest 24-hour demand during the year and is commonly expressed as a factor times the average day demand. In the past, this day has been related to large summer water demand and has been in the range of 2.2 to 2.5. The current maximum day factor has been calculated to be 1.6 resulting in a demand of 970,000 gpd. The current factor is basically the limit of well production. Since demand exceeded well production in 1996 and 1997, the realistic factor may be close to historical values of 2.0 to 2.5. Without the water moratorium demand in the year 2000 would be 1,430,000 gpd.

Commercial water consumption is anticipated to remain at approximately 20% of the total water consumed. Depending on the availability of additional water supply and land for commercial development, commercial water consumption may be the most limited. It is anticipated that future water consumption will be a result of modest growth in the commercial segment. An additional 30,000 gallons per day has been added to the water consumption beyond year 2000 to account for 100 acres of future industrial/commercial growth. The future water consumption is shown in Table 3.

Table 3
Average and Maximum Day Water Consumption for Study Area
Peterborough, New Hampshire

Year	Population Served	Average Day (MGD)	Maximum Day (MGD)	Maximum Factor
1996	4,016	630,000	970,000*	1.6
2000	4,200	650,000	1,430,000	2.2
2005	4,430	705,000	1,550,000	2.2
2010	4,590	730,000	1,600,000	2.2
2015	4,800	755,000	1,660,000	2.2

*Well Production

The Current well production is 970,000 per day and the system has reached this capacity limit.

2. Water Supply Sources

Peterborough current water supply is from four gravel packed wells, which have a safe yield of 1.37 MGD. The wells is located in the north end of Town.

3. Storage System

Peterborough's water supply system draws from gravel packed wells, and pumps it to three (3) water storage tanks located in the north, east and central areas of the Town. These three (3) tanks have a combined capacity of 1,850,000 mg and are continuously refilled as water is drawn down through the distribution system. Under optimum conditions, there are at least 1 million gallons available for public consumption and fire protection at any given time. The tanks are described as follows:

Cunningham Tank	500,000 gallons (0.5 M.G.) -1977 Precast-prestressed concrete construction 24 feet high Overflow E1-1214 ft. msl (feet above sea level)
Sand Hill Tank	720,000 gallons (0.720 M.G.)-1965 Welded steel construction 39 feet high Overflow E1-1019 ft. msl
Cheney Avenue Tank	630,000 gallons (0.630 M.G.)-1954 Welded Steel Construction 31 feet high Overflow E1-1021-ft. msl

4. Distribution System

The water is distributed to the individual services through an extensive system of approximately 15 miles of pipe, which is mainly 16 inches, 12 inches, 10 inches, 8 inches, 6 inches, and 4 inches in diameter. These pipes vary in age from 1 to 100 years and are constructed of ductile iron, asbestos cement, cast iron, and cement lined cast iron pipe.

The area currently served by the water system, as Shown on figure 2., detailed plans to the water distribution, indicating pipe diameter, location and miscellaneous appurtenance location, are available from the Director of Public Works or his designee.

Ideally, water pressures and the capacity for service extensions should be equal throughout the system.

§162-98. Alternative Water Sources.

The following are alternative sources of water supply that could be made available in the event of an emergency situation:

1. As an alternative in a "dire" emergency situation, water could be pumped from various surface sources in the Peterborough area (i.e. Cunningham Pond, Contoocook River) into the Peterborough system. Mobile emergency generator units, temporary piping and chlorination prior to discharge into Peterborough system will probably be necessary. In addition, a portable water treatment system may also be necessary, depending upon water quality. This alternative should include notification to all water users that water may not be usable for domestic consumption.
2. As an alternative, bulk carriers from local bulk water supplier, local dairies and beverage bottling companies may be considered. This water could be pumped into the distribution tanks through hydrants located adjacent to the storage tanks.
3. If water storage tanks have been made inoperative and water mains are all right, bulk carriers can then connect to hydrants located adjacent to the storage tanks, with gate valves to all tanks shut off.
4. If water distribution system is completely inoperative for a period, the bulk carriers should be located at designated locations per the instructions of the Director of Public Works, on a stand-by basis for water pick-up.

§162-99. Evaluation of Various Types of Emergency Conditions and Corresponding Impact to the Water System.

In terms of a broad definition, disaster can be classified as follows Natural disaster, disasters caused by accidents and disasters caused by deliberate action. The following section presents an evaluation of the impacts that specific

disasters such as earthquakes, floods, civil disorder, sabotage, contamination/pollution, communications, tank failure or pump failure will have on the Town of Peterborough water system.

1. Drought

The probability of the events of a drought affecting the Town of Peterborough Water Supply System is very unlikely, as the recent addition of Hunt Well should alleviate any water shortage problems that have existed in the past. However, in the event that drought problems did occur, the following sequence of remedial measure should be pursued:

- a. Imposing water ban on watering lawns washing cars, etc.
- b. Locate an alternative well in the Town area.
- c. Purchase water from bulk haulers as a supplement source to be pumped into the Town water supply or to located at designed areas.

2. Civil Disorder/Strikes

The Town of Peterborough Department of Public Works, which includes the Water Department personnel is presently unionized however, labor strikes affecting water system may not occur as per the union contract. In the event that such a problem did occur with water maintenance personnel, remedial steps should be as follows:

- a. Have employees within the Department of Public Works, the Wastewater Department, the Fire Department or Police Department maintain the necessary well systems. Select personnel within these department have experience in hydraulics and operations of specific water systems.
- b. If labor problems are prolonged and construction problems occur, then a local contractor, as outlined in the emergency plan, could be contacted to perform the necessary construction work and maintenance.

3. Sabotage

In the event of damage to the water system as a result of “sabotage” the remedial steps should be as follows:

- a. Evaluate damage, type of damage, and if any foreign materials (i.e. chemicals) have been placed into the tanks.
- b. Attempt to isolate foreign substances by testing water throughout the Town.
- c. Contract/Notify Town water customers immediately by media and/or by door-to-door with appropriate information and directions.
- d. Service customers with unique needs during abandonment of system and provide temporary supply such as bulk water carrier located in designated areas.
- e. After isolation, repair and clean up of the water system the system may return to “normal”. “Returning to Normal” may involve the following:
 - i. Abandon wells/tanks if necessary.
 - ii. Monitor wells, tanks, etc. and sample water when necessary.
 - iii. Contract NH Department of Environmental Services with results.
 - iv. Contact media about the cause and remedial actions and type of clean up.

4. Earthquakes

A significant earth quake in the New England area has not occurred in recent years but an earthquake possibility does exist. As a result, the following steps should be followed in the event of such an emergency:

- a. Evaluate damage area, isolate and/or “shut off” damage areas, if major water line breaks have occurred.
- b. Perform necessary remedial measures and contract local contractors for assistance, if necessary.
- c. Service customers with unique needs in areas of abandoned water service. Contact water haulers, if necessary.
- d. After repair to system, chlorinate impacted areas and sample water, where appropriate.
- e. Contact customers through media upon system returning to “normal”

5. Contamination/Pollution

- a. In the event of contamination or pollution, especially near the Town well system, the following steps should be followed:
- b. Contact a pollution control/cleanup company
- c. Contact NH Department of Environmental Services and State Police to identify the type of spill and its location.
- d. Evaluate the impact on the water system and isolate and/or valve off impacted area.

- e. Sample water from supply wells in vicinity of the spill. Continue with monitoring and sampling.
- f. Contact media with appropriate information and directions for water customers.

6. Communication

At present the three (3) town water storage tanks low water alarms are connected via telephone line to a master terminal unit located at the Hunt Well Facility. Alarm condition is relayed to the on call employee via telephone auto dial system. In addition manual inspections of all are performed daily. In the event of a communication failure without failure to pumps of other mechanical systems, the system will continue to operate under “normal” conditions. In the event of a joint communication/mechanical failure: either the manual inspections or a noticeable drop in system pressure resulting in customer complaints will inform operator of a problem.

7. Flood

In the event of a flood in the Town of Peterborough, two (2) of the wells, namely the Hunt Well and Summer Street Wells, may be impacted, depending on the severity of the flood. Per NH Department of Environmental Services, Drinking Water regulations, these wells have been designed for protection against a 100-year frequency event.

In the event that a storm with a greater frequency occurred and flooded the wells, then the following steps could be implemented:

- a. Evaluate the wells immediately and, if possible, isolate the wells from the water system.
- b. Inform water customers through media of well shutdown and possible contamination from flood water.
- c. Perform water sample/ analysis of impacted well water to evaluate extent of any, contamination.
- d. Install portable chlorination facilities to chlorinate well water on a temporary basis.
- e. After flood waters have receded, continue with chlorination of well water and water sample testing until water returns to “pre-flood” water quality conditions.

8. Tank Failure

In the event of a water storage tank failure, there will be an obvious loss of available storage. Washout and flash flooding of areas below the tank may result. Remedial measures may involve coordination with local contractor to supply heavy equipment to channel water. In addition, temporary rationing of water may be necessary.

§162-100. Checklist to Assess Damage to Water System.

The following are a series of checklists that the Town of Peterborough will follow in the event of a water emergency/ to assess, on a preliminary basis, immediate damage on the entire system. This would include the storage tank, the wells/pumps, and the water pipes.

1. General-Preliminary Damage Assessment
 - a. Determine the need to repair, replace or abandon facility.
 - b. Consider possible water contamination
 - c. Select alternatives
 - d. Decide if available personnel are able to handle emergency or is additional manpower and equipment needed.
 - e. Who needs to be informed about the situation: State, Police, Fire, Highway, Media?
 - f. Are chemicals involved? If so, determine whether petroleum or hazardous materials and notify appropriate agencies.
 - g. Are fire-fighting capabilities affected?
 - h. Is evacuation necessary?
 - i. Any customers with special needs affected?
2. Storage Tank
 - a. Check for evidence of failure of sub base.
 - b. Check for leaks, wet areas, cracks, broken inlet-outlet pipes.
 - c. Check for vandalism.
 - d. Check for buckling.
3. Pumps, Electrical & Chemical Feed Equipment-At All Wells
 - a. Check if power is available and condition of mechanical and electrical equipment.
 - b. Check for structural damage.
 - c. Check generator operation, if water cooled, check for adequate water storage.
 - d. Check for chemical spill or releases.

- e. Quality of outflow?
- f. Pipe damage, cracks, leaks
4. Pipes
 - a. Check Valves
 - b. Check mechanical couplings.
 - c. Check for leaks, breaks, pressure loss, cross connections between water and sewer lines, overflow into street, buildings and watercourses.

Although the course of actions, as identified above, are detailed as part of measures to implement in the event of an emergency or disaster situations be evaluated at the time of occurrence for its own merits. Time and location are factors to determine the course of actions to take for cleanup or repair. Contacting water customers through media is critical to inform them of the type of emergency, course of actions and when to return to return to “Normal” water consumption use.

§162-101. Recovery / Follow-up Actions for Returning to Regular System Operation.

The purpose of this section is to provide a guideline for the community and its citizens the ability to recover from the effects of a disaster as rapidly as possible through its own initiative and with State and/or Federal assistance.

The following is a checklist which should be followed during the recovery period.

- Make detailed damage inspection.
- Notify necessary agencies and personnel.
- Complete emergency repairs and schedule permanent repairs.
- Untag repaired facilities and equipment
- Replace used equipment and supplies.
- Complete permanent repairs
- Critique all damages and repairs.

The length of the recovery period will vary depending on the type and magnitude of the disaster and the community may have to begin recovery operations without assistance for an indefinite period until State and/or Federal sources would become available when and if the community’s capability to perform the necessary recovery operations is exceeded.

Manpower, equipment and supplies are the tools necessary to accomplish the recovery operations and an indeterminate number of people and amounts of equipment and supplies would probably survive and type of disaster. The citizens of Peterborough would probably agree to help each other voluntarily. If unaffected by the disaster, this community would assist to the best of its capabilities, affected communities to recover. Under the general direction of the Chairman of the Board of Selectmen, all departments with their manpower and equipment would be involved in recovery operations along with volunteer manpower and equipment from local sources. The following is an outline of responsibilities that the various emergency management team members will have during recovery operations:

THE CHAIRMAN WILL:

- Assume overall direction and control of recovery operations.
- Request State and/or Federal assistance needed after an assessment of the community’s remaining capabilities.
- Request volunteer manpower and equipment from local sources.

THE EMERGENCY MANAGMENT DIRECTOR WILL:

- Compile the documentation necessary to apply for Federal assistance.
- Act as liaison with State Emergency Management for state assistance.
- Coordinate the restoration of utility services
- Determine when radiation levels have decreased enough to begin recovery operations following a radiological accident of incident.

THE BUILDING INSPECTOR WILL:

- Assist in compiling damage estimates of affected public and private buildings.

- Determine the structural safety of damaged buildings.

THE TREASURER WILL:

- Compile and submit the disaster operations cost figures for possible reimbursement.

Of critical importance on the recovery process is the notification of water customers, informing them of the assessed damage, cause and remedial measures implemented to restore the system back to “normal”.

ARTICLE XII

Rate Schedule and Other Service Charges

§162-102. Rate Schedule –

Water is charged at \$40.58 per 1000 cubic feet (.04058 x usage) on a quarterly basis.

§162-103. Other Service Charges –

1. Seasonal Use of Water or Other Similar Uses: A charge of \$30.00 will be made for setting the meter and turning on the water. A charge of \$30.00 will also be applicable for removing the meter and shutting off the water.
2. Restoring Service: See Section I – Information Regarding Bills, Payments.
3. Repair to Frozen Meters: The charge to an owner for repairing a meter that is frozen on his/her premises shall be the cost of each such repair, plus the time and equipment expense required to replace the meter, but not less than \$30.00 for each such repair.
4. Charges for Processing Bad Checks: A service charge of \$25.00 will be made for processing a customer’s bad checks in accordance with RSA #80:56. The Board of Selectmen reserves the right to change fee in accordance with statutory amendments.
5. Cross-Connection Test: A \$30.00 charge will be made when a backflow preventer is tested. Reduced pressure type devices will be tested twice each year. Double check valves will be tested annually.
6. Use of Water from Hydrant or any Temporary Connection:
 - a. The charge for water from the Hydrant located in the Department yard pumped on tank trucks is \$3.00 per 100 cubic feet.
 - b. The charge for using any hydrant or other temporary source such as taps from main pipelines, etc. shall be as follows:
 - i. Installation or removal of an adapter valve and or hoses at actual labor costs.
 - ii. Water for swimming pools is \$3.00 per 100 cubic feet.
 - iii. Water for normal building construction use is \$1.25 per each calendar day or any part thereof.
 - iv. For any abnormal use other than stated above, the Department may draw up a special agreement based on the present prevailing rates.