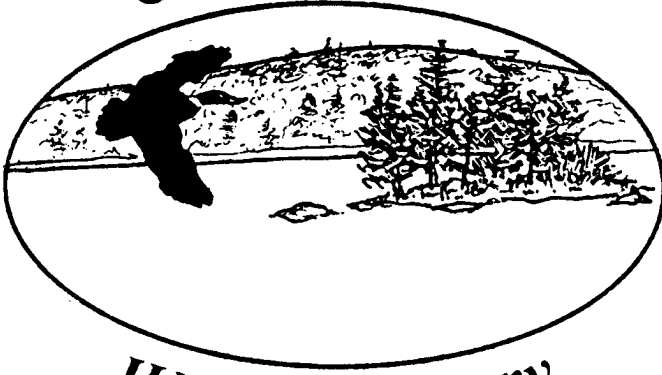


*Chalk Pond*



*Water Company*

**a Division of Sunapee Hills Association**

**PO Box 8**

**Newbury, New Hampshire 03255**

## **RULES & RATES**

**FOR**

## **WATER SERVICE**

Updated August 2010

(This version supersedes all previous versions)

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**August 2010**

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## GENERAL INFORMATION

The Chalk Pond Water Company, a division of Sunapee Hills Association, services year-round and seasonal homes in the Sunapee Hills Development including parts of Chalk Pond Road, Gerald Drive, Hilltop Drive, High Ridge Road, and Skytop Drive. Presently, there are 80 homes serviced by the water company.

The Chalk Pond Water Company provides customers with a safe, adequate supply of drinking water. The drinking water is sampled at least monthly for quality in accordance with EPA and New Hampshire State regulations. The Consumer Confidence Report (mandated by the EPA) is sent yearly, usually in June, to all Chalk Pond Water Company customers. This report gives the status of the water company and reviews any problems encountered with samples during the preceding year.

The water supply consists of two point wells and one bedrock well located behind the recreation hall by the tennis court. These wells date back to the late 1980s. In 2007, the water company activated the newly installed “McIver” well located on a newly purchased 10 acre parcel of land off Chalk Pond Rd. This well is a modern, fully engineered, gravel packed well meeting all the stringent quality, quantity, and reserve capacity requirements of the State of NH and the EPA.

Water is pumped from all four wells via a small pumping station to a larger storage and pumping facility at the top of Skytop Drive. Water is initially stored in a 20,000 gallon steel tank in this facility, and then transferred to a smaller pressurized tank as needed, to maintain normal water pressure and flow throughout the distribution system.

Operation of the water system is monitored daily by means of the System Control and Data Acquisition (SCADA) system installed in September 2003. This computer equipment permits the operator to monitor and control key system functions remotely by means of a telephone link. This is supplemented by on-site inspections of the pump stations at least weekly.

The water system is designed and constructed to meet domestic water service demands for the areas currently served. There are no plans to expand the service areas. Please note that the water

system is not designed to meet commercial, industrial or agricultural demands, and it is not designed to meet fire flow demands or requirements.

If it is necessary to shut off water in the mains, the water company is not responsible for any damages occasioned by such shut-off. Prior notice of a planned shut-off will be given when practicable; however, nothing in this rule shall be construed as requiring the giving of such notice.

Reasons for a shut off include:

- Shortage of water supply.
- Electrical power outage.
- Water main breaks.
- Making repairs, extensions or connections.
- Any other reason beyond the control of the water company.

The water company is not responsible for damages caused by discolored water or occasional quality problems caused by water main breaks, flushing, cleaning of wells, water mains, tanks, repairs, or for reasons beyond the control of the water company.

The delivery of water service is conditional upon the customer's acceptance of these Rules. The delivery of water service and its use by the customer shall be deemed a contract between the parties, subject to all the terms and conditions of these Rules. All or any part of these terms, conditions, rates, fees, and rules may be changed or amended by the Board of Directors of the Sunapee Hills Association.



## **WATER SYSTEM EMERGENCY**

If you experience a water system emergency:

1. Contact the Water Director. The email address is [cpwc@chalkpond.org](mailto:cpwc@chalkpond.org). The phone number is available on the list of Association Board of Directors members.
2. If the Water Director is unavailable, call any member of the Sunapee Hills Board of Directors. A list of current Board members is sent to all Association members each year and posted on the Association website.



## **RULES GOVERNING THE USE OF WATER**

By taking water, the customer accepts these rules as a contract.

### **Definitions**

- “Water company” refers to the Chalk Pond Water Company.
- “Customer” refers to any person owning a home supplied by Chalk Pond Water Company.
- “Water main” is the supply pipe from which service connections are made to supply water to customers.
- “Service line” is the pipe running from the water main to the premises of the customer.
- “Curb stop” is the valve that is used to control the flow of water to the customer’s house via the service line. The curb stop, sometimes, referred to as the shut-off, is generally located near the property line.

### **Ownership and Maintenance of Service Line**

The water company owns and shall maintain the service line from the main water line to the curb stop, including the curb stop.

The customer owns and is responsible for the service line from the curb stop to the home.

### **Tampering With Water Company Property**

All wells, pipes, gates, valves, shut-offs, curb stops, and pumping facilities that are property of the water company are not to be opened or closed, or in any other way tampered with by any person other than an authorized representative of the water company. The water company will make one seasonal turn-off and turn-on at no charge provided that the customer provides two weeks advance notice. Otherwise, the normal hourly rate will be charged. Operation of a residential curb stop by anyone not authorized by Chalk Pond Water Company will result in a \$50 fine for each occurrence.

## Right of Access

Any authorized water company representative shall have the right and be permitted access at any reasonable time to inspect the plumbing, fixtures or appliances supplied with water. Said representative shall also have the right to enforce the terms and conditions stated in these rules.

Water mains and service lines run under the streets and through rights-of-way in various parts of the Sunapee Hills area. Any homeowner who impedes access to these mains and lines in any way, such as by constructing retaining walls, installing extensive landscaping, paving areas such as driveways, parking areas, or walkways, or building sheds or other structures, accepts the risk that these interfering items may need to be removed or dismantled by the water company in order to gain access for repairs or replacements. In such circumstances, the water company is not obligated to repair or reconstruct such items. Any additional expense incurred by the water company because of these issues will be charged to the homeowner.

Any person who wishes to build or rebuild any walk or driveway or do any other work which may in any way affect any easement, right-of-way, or property used by the water company or the amount or type of cover over any existing water main or service line, must first apply to the water company for permission to do so and agree in writing to pay any present or future additional costs to the water company as a result of such work.

## Maintenance of Plumbing



Customers shall maintain the plumbing and fixtures within their own premises in good repair and protect all plumbing and fixtures from freezing. This shall be done at the customer's expense. In addition, customers shall take any precautions and make any repairs that may be necessary to prevent leaks and damage.

No cross-connection between the public water supply system and any non-potable supply is allowed.

Only non-toxic, food-grade anti-freeze, such as the kind that is used in recreational vehicle or swimming pool plumbing, is allowed in household plumbing connected to the water system.

## **Shut-Off Valve & Back Flow Prevention Device**

Every service must have an operational shut-off valve within the premises immediately after the service entrance of, or on the property of, the customer to shut off the water entering the premises and to prevent the draining of house piping. The customer is responsible for the installation and maintenance of the shut-offs. The shut-offs to be utilized shall be acceptable to the water company.

As of December 31, 2002, the water company requires the customer to install an NHDES approved backflow prevention device to prevent backflow or back-siphonage into the public water supply system from the customer's piping system due to changes in pressure from conditions that are beyond the control of the water company.

## **Hot Water Tanks**

All customers having direct pressure hot water tanks or appliances shall place proper automatic vacuum, temperature and pressure relief valves in the pipe system to prevent any damage to such tanks or appliances should it become necessary to shut off the water on the street mains or service line. Service will be provided to such direct pressure installations only at the customer's risk and in no case will the water company be liable for any damage occasioned thereby.

## **Leak Detection and Repair**



It is an inevitable fact of life that leaks will occur from time to time in any water system. The water company will perform leak detection as required to identify and locate any outside leaks. The water company will pay for this detection effort.

If at any time, any officer or agent of the water company discovers a leak in the service line between the curb stop and the customer's home, the water company will notify the customer so that arrangements can immediately be made to repair the leak. Customers are required to immediately repair leaks that occur on the service line between the curb stop and the home or within the home. The cost of these repairs is the responsibility of the customer.

If the water company determines that the leak is detrimental to the water system or to the customers of the water company, then the water service will be shut off until the leak is repaired.

## Freeze-ups



If it becomes necessary to thaw a frozen service line, and it is determined that the freeze-up occurred on the customer's premises, the cost of thawing shall be borne by the customer. If it cannot be determined where the freeze-up occurred, and the water company undertakes to thaw the same, one-half of the cost thereof shall be paid by the customer.

## Unauthorized Use of Water

Water use shall conform to usual residential/domestic patterns. To help avoid unnecessary concerns about possible leaks, customers are encouraged to notify the water company in advance of any unusual water usage such as filling of hot tubs.

Unauthorized water use includes but is not limited to the following:

- Continual running of water to prevent freeze-ups in winter.
- Filling of swimming pools.
- Continual running of water for garden waterfalls.
- Continual running of water for water slides or other water sports.
- Known unrepaired leaks in customer's service line or premises.
- Supplying another not entitled to the use of water. (A customer may supply a contractor for on-site building purposes.)
- Supplying a contractor or vendor or any other with water to be brought off the premises.

The water company or its agents, upon making the determination that a customer's use of water is unauthorized or excessive, shall notify the customer. If after 24 hours oral or written notice by the water company, the customer continues to use water in an excessive manner, the water company shall discontinue service. (For turn-off/turn-on fees, see RATES AND BILLING on page 10.)

## **Restrictions on Water Use in Dry Conditions**

When necessary to conserve the water supply, the water company will post the "Please Conserve" sign near the tennis court. When the sign is displayed, the customer is requested to curtail indoor use of water wherever possible. In addition, all outdoor use of water shall be prohibited (including, but not limited to, washing cars, filling hot tubs, and watering lawns and gardens). If, after 24 hours written or oral notification, the customer continues to engage in these activities during the period the sign is up, the water will be shut off. (For turn off/turn on fees, see RATES AND BILLING on page 10.)

## **Discontinuance of Service**

Service may be discontinued for delinquent accounts or for violation of any term or condition contained herein. Discontinued services may not be turned on until the cause of the complaint resulting in discontinuance of service has been removed. Before a service is turned back on, the customer must pay the turn-off charge and the turn-on charge. (For turn off/turn on fees, see RATES AND BILLING on page 10.)

In the case of delinquent accounts, all outstanding amounts, including the fee, finance charges and the turn-off/turn-on fees, must be paid in full before the service is turned on.



## APPLICATION FOR WATER SERVICE

Application for connection to the water system shall be made in writing to the Water Director. Requests for connection shall be signed by the owner of the home to be served. The request shall include:

- Approximate date that curbstop is required to be installed
- Name of your contractor making the connection of your service line to the curbstop and approximate date of the connection
- A State approved septic plan, showing the proposed location of the service line as well as the location of other buried utilities, such as footing drains and propane lines, both existing and proposed.

**The connection fee must accompany all applications.**

(See RATES AND BILLING on page 10.)

Connection service provided for the fee includes the following:

- Tapping the main
- 3/4 inch pipe from main to curb stop
- Curb stop at property line.

If no water main is adjacent to the property, the water company will have the option, if requested, to extend an existing water main with all associated costs charged to the customer. The water company shall have the option of making an additional charge if ledge blasting is necessary or for any other reason or condition that creates a difficult or unusual connection situation.



Main extension and new services constructed by the water company shall be installed only between April 15 and November 15, frost and weather permitting. Construction will also be in compliance with Town of Newbury requirements.

The customer is responsible for the installation, materials and labor costs to connect from the curb stop to the home. All piping and plumbing shall comply with provisions of the BOCA Building Code, the NH Department of Environmental Services, American Water Works Association, and Ten-State Standards regulations and is subject to inspection by the water company.



## RATES AND BILLING



The current rate for water service is \$100 per residence per quarter year. This fee is required of all customers whether or not water is used. Bills are sent on/about Jan 1, April 1, July 1, and October 1 for the following quarter year.

In addition to the regular water rate, a Capital Improvement Assessment of \$75 per residence per quarter year has been in effect since July 2001 and is expected to remain in effect until the end of 2028. This assessment is intended to provide the funding for repaying the loan provided by the State of NH to pay for the McIver well.

In August 2010, in response to rising costs, the Board of Directors approved an increase in the connection fee for new customers to \$7000 effective September 1, 2010. This fee may be changed from time to time by the Board of Directors particularly if it is necessary to impose additional assessments in the future. These amounts are due to the water company with the application for service. Once the new curb stop is installed, billing will commence. Billing for any partial quarter will be prorated.

If water is shut off for any reason, except as noted below, there will be a turn-off fee of \$150 and a turn-on fee of \$150.

Any customer requesting that the water be shut off for the winter (except when two weeks notice has been provided) or to allow repairs to plumbing within the home will be charged by the hour for such service.

Assessments may be levied from time to time for the purpose of improving the system or raising money for extraordinary repairs.

Bills not paid by the end of the month in which due shall be assessed a late fee of \$10 for the first month or part thereof, and an additional \$20 for the second month or part thereof. After that time, the customer will receive written notification that water service will be shut off in 10 days unless all fees are paid. Notification will be sent via US mail to the last known customer address.

For example: a bill sent Jan 1<sup>st</sup> is due Jan 31<sup>st</sup>. Any bill payment

not postmarked by Jan 31<sup>st</sup> will incur a \$10.00 late fee. If the bill payment is not postmarked by Feb 28, then there will be an additional \$20 late fee. On March 1<sup>st</sup>, a letter would be sent notifying the customer of plans to shut off the water in 10 days unless the bill and all charges are paid in full prior to that date.

Failure of a customer to receive a bill does not relieve the customer of the obligation of its payment, payment of late fees, or the consequences of non-payment.

Each quarterly water bill will indicate the address to which payment is to be sent. The water company is not responsible for payments that are lost or delayed in the mail or sent to any address other than the payment address indicated on the bill.

Whenever a check is returned from the bank for non-payment, a fee of \$50.00 shall be imposed on the customer.

## **APPROVAL**

These Rules were approved by the Board of Directors of Sunapee Hills Association on August 27, 2010. This August 2010 version supersedes all previous versions.

## DID YOU KNOW?

Drinking water is a limited resource. **PLEASE CONSERVE!**

Drinking (per person per day)	<b>0.5 gal</b>
Cooking (per person per day)	<b>1 gal</b>
Washing hands and face	<b>3-5 gal</b>
Washing dishes (by hand or dishwasher)	<b>20 gal</b>
Watering garden (5 minutes)	<b>30 gal</b>
Washing clothes (per machine load)	<b>30-40 gal</b>
Showering (10 minutes)	<b>40-50 gal</b>
Sprinkling lawn (30 minutes)	<b>120-150 gal</b>
Toilet running at 1 gallon per minute for 1 day	<b>1440 gal</b>

## Water Consumption Comparisons