

RULES AND REGULATIONS

Putnam Water Pollution Control Authority Water System

**AS APPROVED BY
PUTNAM WATER POLLUTION CONTROL AUTHORITY
OCTOBER 20, 2011**

For Customer Service Call:

860-963-6819 or 860-963-6820

RULES AND REGULATIONS

OF

THE PUTNAM WATER POLLUTION CONTROL AUTHORITY

WATER SYSTEM

Dear Customer:

Providing high quality water and service to all of our customers requires us to have uniform practices. The following Rules and Regulations, which cover our WPCA's policies and procedures were adopted by the Putnam Water Pollution Control Authority on October 20, 2011.

This booklet focuses on frequently asked questions. It is impossible to anticipate every situation that may arise, so if you have questions that require further explanation, please write or call our Customer Service Center at 860-963-6819 or 860-963-6820. If you have further questions or need assistance, you may ask for our Operations Manager.

These policies and procedures help us provide you with quality water and service while ensuring fair and equitable treatment for all of our customers. We appreciate your cooperation and compliance with these provisions.

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THE PUTNAM WATER POLLUTION CONTROL AUTHORITY**

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ABOUT YOUR WATER SERVICE

The Putnam Water Pollution Control WPCA is your water utility serving residential, commercial, industrial and municipal customers in Putnam. More than seven thousand people rely on us every day for their drinking water and to provide for public health and safety needs.

We at Putnam WPCA are eager to serve you and are committed to providing you with a reliable supply of quality water. We value your business and want you to know that your complete satisfaction is our first concern. Meeting this objective calls for a special service commitment on our part, one which is provided through the efforts of a caring, well trained staff, dedicated to meeting the needs of our customers. At Putnam WPCA is proud of the high quality water and customer service we provide.

Please call our Customer Service Center Monday through Friday, 8:00 A.M. to 4:30 P.M., except holidays, at 860-963-6819 or 860-963-6820 if you need assistance for a routine matter such as:

- Account information
- To schedule a service appointment
- A billing question
- A special payment arrangement
- A pending property sale

If you ever need emergency service, after regular business hours, weekends and holidays, call Putnam Police Department Dispatch, at 860-928-6565.

Rate schedules and other customer information are available upon request at our office. The WPCA maintains service connection records, including service or curb box locations. This information is available to customers upon request.

The WPCA assists customers whenever possible to locate or mark out existing underground pipes. The WPCA has equipment available that can locate a leak, thus reducing the cost of repairs, in the event of a leak in a customer's service pipe. The WPCA will, upon request, send a service person to turn off a curb stop if the customer's main valve is not holding, so that necessary repairs can be made.

If a customer is planning excavation on their property, they need to utilize Connecticut's one-call system, Call Before You Dig, Inc., at 1-800-922-4455 to ensure the identification and proper marking of underground utilities are done prior to the excavation.

We hope these Rules and Regulations will clarify any questions you may have about your water service. If you have further questions or suggestions for improved service, call us at 860-963-6819. We will be glad to hear from you.

RULES AND REGULATIONS (Subject to change without notice)

I. CONTRACT

These Rules and Regulations and all subsequent changes hereto constitute a part of the contract with every customer supplied by Putnam Water Pollution Control Authority and its operating divisions, and every customer shall be considered to have expressed consent to be bound hereby. These Rules and Regulations are subject to change without notice upon approval of the Water Pollution Control Authority

II. DEFINITIONS

Auxiliary Sources: A water supply which is not approved for potable use such as a pond, river, open storage tank, or large swimming pool; or potable water which has become nonpotable, such as by the addition of chemicals or from contamination while the water is being stored or held in reserve; or a private well unless safe sanitary quality and the interconnection is approved.

WPCA: The Putnam WPCA.

Cross Connection Control Device: A Department of Public Health approved device for preventing backflow, also known as back pressure or back siphonage device. These devices are required to be installed and tested, in accordance with the requirements of the Public Health Code, at the customer's expense.

Curb Box: Cylindrical iron box with a cover that provides access to curb valve.

Curb Stop: A shut off valve on water service connection generally located at the curb or property line (also referred to as a curb valve).

Customer: Any person, firm, corporation, another WPCA, association, governmental unit, lessee who, by the terms of a written lease or agreement, is responsible for the water bill, or owner of property furnished water service by the WPCA.

Delinquent Account: A water service bill rendered on a monthly basis which has remained unpaid for a period of more than 33 days after the date of mailing of a bill, or a water service bill rendered on a quarterly basis or for a seasonal account which has remained unpaid for a period of more than 63 days after the date of mailing,

DPH: State of Connecticut Department of Public Health.

DPUC: State of Connecticut Department of Public Utility Control.

Family: Individuals living as a single housekeeping unit.

Fire Service Line: A service pipe used exclusively for fire protection purposes.

Main: A water pipe owned, operated and maintained by the WPCA, which is used for the purpose of transmission or distribution of water but is not a water service pipe.

Meter: A device for measuring the quantity of water, used as a basis for determining charges for water service to a customer. A meter is owned by the WPCA.

Meter Vault or Meter Pit: An outdoor pit or vault used to house a water meter when no suitable location is available within the premises or if the distance from the curb valve to the premise is greater than 150 feet. Meter pits and vaults, including their covers, shall be owned and maintained by the property owner, and must be constructed in accordance with WPCA specifications.

Meter Yoke: Piping and valve arrangement approved by the WPCA used for installing a WPCA meter. The meter yoke is owned and maintained by the customer.

Premises: Shall include but is not restricted to the following:

- a.) A building or combination of buildings owned or leased by one customer, in one common enclosure, occupied by one family as a residence or one corporation or firm as a place of business.
- b.) Each unit of a multiple house or building separated by a solid vertical partition wall occupied by one family as a residence or one corporation or firm as a place of business.
- c.) A building owned or leased by one customer and having a number of apartments, offices or lofts which are rented to tenants using in common one hall and one or more means of entrance.
- d.) A building two or more stories high under one roof owned or leased by one customer and having an individual entrance for the ground floor occupants and one for the occupants of the upper floors.
- e.) A combination of buildings owned by one customer, in one common enclosure, none of the individual buildings of which is adapted to separate ownership.
- f.) A public building.
- g.) A single plot used as a park, recreational area, or for other purposes.

Reasonable Amortization Agreement: A mutually agreed upon promise of a customer to pay an account balance over a reasonable period of time.

Receipt or Received: Three days after the date of mailing, or, if a bill notice or other document is delivered rather than mailed, the date of delivery, unless another date can be shown.

Remote Reading Receptacle: A device installed on the outside of a structure or in an area easily accessible that allow access for meter reading with electronic meter reading equipment.

Seasonal: Water service provided from no earlier than April 1 to no later than November 30 of the same year (dates may vary for individual seasonal systems).

Service Connection: The service pipe, including corporation stop (tap), from the main to and including the curb stop adjacent to the street line or the customer's property line, and such other valves and fittings as the WPCA may require between the main and curb stop, which are owned and maintained by the WPCA.

Tap: The fittings installed at the main to which the service pipe is connected.

Termination: The voluntary or involuntary discontinuance of water service to an individual customer.

III. GENERAL RULES

Water service and use, and any special charges are charged in accordance with approved rate schedules. All metered water, whether used or lost, shall be paid for by the customer.

- a.) The piping and plumbing on all premises supplied from the WPCA's water system shall conform to the State of Connecticut Public Health Regulations and Building Code and Sanitary Codes, if any, of the town in which the premises are located.
- b.) No customer shall supply water to other persons or permit any connection to be made on his/her premises for supply to other premises, without approval of the WPCA for "temporary service".
- c.) No pipe or fixture connected with the mains of the WPCA may be connected with pipes or fixtures supplied with water from any other auxiliary source.

Such cross connections are in violation of the Connecticut Department of Public Health regulations. The customer shall be responsible for the installation of cross connection control devices. Such installation shall be approved and inspected by WPCA personnel and must be in conformance with the applicable provisions of the Public Health Code. All devices shall be easily accessible for inspection and testing. The customer shall be responsible to have any devices tested that are so required by the public health code and shall provide a written copy of the test results to the WPCA for annual reporting to the Department of Public Health. Any customer who fails to provide the test results to the WPCA may be charged a Cross Connection Second Notice Fee, as approved in the WPCA miscellaneous charges.

- d.) Authorized employees of the WPCA shall have reasonable access to customers' premises for the purpose of reading, testing, repairing, installing or replacing meters and meter appurtenances; inspecting plumbing connections, fixtures or pipes, or discontinuing service. Services rendered after hours or on weekends or holidays are subject to special charges.
- e.) Customers are responsible for keeping their service pipe, house pipes and fixtures in good order and protected from freezing. Failure to do so may result in interruption of service and costly repairs, for which the WPCA is not liable. No alteration in water pipes or fixtures shall be made and no additional fixtures put in without previous notice to the WPCA giving the plumber's name and changes to be made (Ordinance).
- f.) Whenever possible, work requiring the interruption of service will be scheduled to provide the least inconvenience to the customer. The WPCA will make a reasonable effort to give notice in advance of work requiring the interruption of service. To safeguard against possible damage due to interruption of service, customers are advised to regulate their installations connected with the water supply system, (i.e. check valves on water heaters) so that damage will not occur if water is shut off without notice.
- g.) Whenever the public interest so requires, the WPCA reserves the right to curtail or suspend entirely the use of water for non-essential purposes. Such limitation of use shall be without liability on the part of the WPCA.
- h.) Filling of tank trucks for any purpose shall only be done at WPCA designated locations with approved backflow prevention under the direction of WPCA personnel.
- i.) Customers who plan to install air conditioning or refrigeration equipment totaling over three tons in capacity shall provide water conserving equipment.
- j.) There shall be no waste of water, nor concealment of the purposes for which it is used, and it shall not be left running to prevent freezing (WPCA Ordinance).

k.) No person shall open or interfere with any of the fire hydrants without permission from the Director (Ordinance).

l.) Commercial Car Washes. Any existing commercial car wash facility will be exempt from recycling their water. It is the policy of the Putnam WPCA to encourage any existing commercial car wash facility (including commercial car wash facilities that have been inactive for over one year) and any newly established commercial car wash facility to recycle their water.

m.) WATER PRESSURE

a.) The WPCA will undertake to provide an adequate supply of potable water at adequate pressure throughout its system, but cannot assume responsibility or liability, direct, indirect or consequential, for any damage from failure to do so.

b.) In areas where pressure is low, the WPCA may recommend and/or require that customers install, operate and maintain a booster pump and tank of a combined capacity approved by the WPCA. In such cases, customers will enter into a written agreement with the WPCA in which they hold the WPCA blameless for possible damages and inconvenience resulting from the low pressure.

c.) In areas where pressure is high, the WPCA may recommend and/or require that customers install and maintain pressure-reducing valves (PRV). In such cases, the WPCA shall not be responsible for any possible damages or inconvenience resulting from the high pressure or failure of the PRV.

d.) If there is not sufficient pressure or flow in a particular system of the WPCA to permit a customer to qualify for preferred risk insurance, the expense for any improvement in the system for this specific purpose shall be borne by the customer.

e.) In the event that any customer shall use water at rates of flow that cause noticeable pressure variations in the water system, the WPCA may require that the customer control their flow rates or install equipment to minimize such variations to an acceptable level.

IV. APPLICATIONS AND TRANSFERS

a.) Applications for the installation of new water service shall be made on forms provided by the WPCA and signed by the applicant, or a duly authorized representative, for service of the premises to be supplied. Service connection fees are payable in advance. The WPCA may require appropriate identification such as a Social Security number, a driver's license, or a state issued identification card.

b.) The WPCA will not accept an application for service from a customer having a delinquent water account, until the account has been paid in full.

c.) Transfers may be authorized in writing or by verbal request through the WPCA's Customer Service Department.

d.) Customers shall notify the WPCA when premises are to be vacated so that the water may be turned off, the meters read and/or removed, or the account transferred. If the premises are to be permanently abandoned, owners shall notify the WPCA in writing immediately so that the service connection can be closed. Closure will be made at the WPCA's expense.

e.) Water for construction purposes shall be applied for on forms provided by the WPCA. All such water used must be metered, and charged in accordance with WPCA approved rate schedule.

f.) When the WPCA renders temporary or intermittent service to a customer, it may require that the

customer bear the costs in excess of any salvage realized of installing and removing the service.

- g.) Applicants desiring to connect to a main already under contract may be required to pay the WPCA an amount which, in its judgment, represents their equitable share of the original costs of the main.
- h.) Applicants taking service from an extension of main under special contract may be required to pay the WPCA an equitable share of the original cost of a pump station, storage tank or other facility.
- i.) Payments to the WPCA as share of original costs for a main extension will be refunded to the original depositors.

V. SERVICES - (See Appendices A-D for typical service installation diagrams)

- a.) A single service may not supply more than a single premise. If premises presently served by a single pipe are divided and no longer under the ownership of a single owner, it shall require installation of corresponding additional service pipes.
- b.) When an applicant applies for service, except in conjunction with new main extensions, the WPCA will furnish, install, own and maintain such new service connections and will bear the cost of the service pipe from the main to the curb stop. The WPCA shall install and own the corporation and the curb stop and the applicant will be charged for furnishing and installing the curb box. The applicant will bear the costs of excavation, backfill removal and replacement of paving, walks, curbs, etc., necessarily incurred with respect to new services, and will be responsible for obtaining necessary permits and complying with safety requirements including shoring and all other trenching safety requirements. Services installed in conjunction with new main extensions shall be paid for by the customer or applicant based on the WPCA's approved service connection fees, during the life of the main extension contract.
- c.) All services, new or renewed, for year round use shall typically be laid at a minimum invert depth of five feet below ground surface.
- d.) All services, except those for private fire protection, shall be metered. The WPCA may meter private fire lines if it so desires.
- e.) All new and renewed service connections with meters up to 1" in diameter are required to have installed, at the customer's expense, a meter yoke which meets WPCA standards.
- f.) All new and renewed services shall be sized and constructed to comply with the WPCA's current design criteria and shall be a minimum of 1" in diameter. Service pipes normally shall be Type K Copper with no soldered joints underground or cement-lined ductile iron.

In some instances the WPCA may approve the use of plastic pipe. Service piping of any material except Type K Copper shall conform to the specifications and installation standards of Putnam WPCA. Such pipe shall be PE 3408 SDR 9 CTS polyethylene, rated from 200 psi working pressure, or PE 3406 SDR 9 polyethylene, rated from 160 psi working pressure, with this information and the NSF seal appearing on the pipe. A 12-gauge tracer wire will be placed directly above each service line for the full length of the installation for ease in locating. Its use must have advance approval of the WPCA, be acceptable under the requirements of the town building codes, and be inspected prior to burying the service line.

The WPCA will not allow any plastic service within 500 feet of any commercial or industrial zoned area or any area with underground fuel tanks.

- g.) Installation of new or renewed services is not allowed in easements or right of ways without prior WPCA approval.
- h.) All services shall be provided with a curb valve and curb box at the curb or at a convenient point prescribed by the WPCA between the curb and property line.
 - i) Seasonal service lines with a vertical rise shall be equipped with a stop and waste valve with an operating rod and valve box outside the building between the WPCA's curb valve and the building, regardless of meter location.
 - ii) Where more than one building on the premises is supplied by a single service, the branch line to each building shall have an underground shutoff valve box and operating rod outside the building.
- i.) When replacement of a service connection is made at a customer's request for change in location or size of the service, the customer shall bear the full expense of relocation or enlargement. Maintenance of water piping installed within a private development and supplied from one service connection to the WPCA's main, shall be the responsibility of the private development, unless the water piping is owned by the WPCA with suitable easement rights by previous negotiation. Repairs may be made and billed for by the WPCA by pre-arrangement with the owners.
- j.) The customer, at their own expense, shall furnish, install, own and maintain the service pipe from the curb stop to the interior of the building and shall assume ownership of a WPCA approved curb box, keeping service pipe and box in good repair and keeping the curb box readily accessible. If the curb box is not accessible for WPCA use, the WPCA has the right to make it accessible and/or operable and bill any cost to the customer. Installation of this section of the service line should be performed by a licensed plumber or in accordance with those provisions defined in Section 20-340 of the Connecticut General Statutes.
- k.) The customer shall inform the WPCA prior to backfill in order that the WPCA may make an inspection and test to assure that the service pipe and installation complies with WPCA requirements. Testing is to include pressurizing the service pipe and a visual inspection of all joints for leakage. After inspection and approval of the trench, the depth of invert of the service may not be reduced to less than 5'-0", nor may any connection be made to the service pipe between the street shutoff and the meter. If the customer does not schedule the inspection prior to backfill, the WPCA may require that the pipe be re-excavated at the customer's expense to allow the WPCA to perform the necessary inspection. No service pipe shall be turned on without prior approval by the WPCA.
- l.) The customer shall assume the responsibility and expense of maintenance of customer's portion of the service pipe. Such service pipe shall be protected from freezing. Thawing of metallic service pipe, when required, may be done by the WPCA and the customer charged a special fee in accordance with WPCA approved rates and charges. Such services shall be lowered at the customer's expense to prevent repetition of freezing. The WPCA cannot thaw freeze-ups in plastic service pipes or in service pipes located entirely within a private development served through one service connection.
- m.) The customer is responsible for repairing all leaks and for other repairs, renovations and maintenance to all customer owned pipe, fixtures and equipment. If a leak develops in a customer service line or a customer owned service connection, the customer shall repair it without delay. When there is a leak in any service pipe from the curb box to the customer's premises and the owner cannot be readily found or shall refuse to make immediate repairs, the WPCA shall have the right, but not the duty, to make the necessary repairs and charge the customer for the same. If such repair work is not completed within a reasonable period specified by the WPCA (by telephone, in person or in writing to the customer), the WPCA may discontinue service until the leak is repaired, or repair the leak itself.
- n.) The service pipe shall extend through that point on the customer's property line or the street line easiest of access to the utility from its existing distribution system and from a point at right angles to the existing or proposed distribution line in front of the premises to be served. If a multiple premises

building is positioned at right angles to the existing distribution line, a new distribution line placed in an easement shall be necessary to permit right angle services to each premises. New or reconstructed service pipes shall not cross intervening properties. The approval of the WPCA shall be secured as to the proper location for the service pipe.

- o.) Water service may not be laid in the same trench with other underground utility facilities. Separation distances of at least ten feet (measured horizontally) shall be maintained between any existing or proposed sanitary sewer piping, sewer manholes, septic tanks or any portion of a subsurface sewage disposal system.
- p.) No service pipe shall cross any portion of a septic system or be installed less than 10 feet from any portion of a septic system.
- q.) All underground lawn sprinkling systems shall be equipped with proper backflow prevention devices. Plans for such a system shall be approved by the WPCA before the installation is made, and the WPCA's final on-site inspection and approval is required before backfilling.
- r.) If an existing multiple family house is being served by a single service and meter, and a part of the house changes ownership, the new owner shall be required to install a separate service and meter.
- s.) Restoration of an abandoned service will be considered a new service installation.
- t.) SEASONAL CUSTOMERS
 - i) Customers who wish to convert from seasonal to year round service shall obtain prior approval from the appropriate town officials and make the installation in conformance with WPCA specifications. The customer shall be responsible for lowering service to a minimum invert depth of five feet below ground level.
 - ii) Seasonal services of less than five feet in depth shall be pitched toward the customer's stop and waste valve which shall be located between the house and curb shutoff, and depending on soil conditions, the WPCA may require that it have a permanently installed extension operating rod. Such services shall be drained when not in use. The WPCA will not be responsible for damages done to services which have not been properly drained. Services for building without cellars shall have underground stop and waste valves between building and curb shutoff.
 - iii) Customers who wish to convert from seasonal to year round or vice versa may make the conversion only once.
- u.) FIRE SERVICES
 - i) The installation of combined fire and domestic services will not be permitted without special approval of the WPCA. Prior to installation of fire sprinklers on any domestic service less than 2", the WPCA shall be notified in accordance with Section 19a-37a-1 of the Connecticut Public Health Code. Such sprinklers may only be installed on piping that is metered. No meter bypasses are permitted for such installations. It is the customer's responsibility to have the system designed and installed in accordance with all applicable state and local regulations. The WPCA makes no claim of reliability or adequacy of such system for fire protection. Such installation will not prevent the WPCA from pursuing normal termination procedures.
 - ii) If a fire pump is desired at a customer's location, the pump curve data must be provided to the WPCA for review and approval prior to installation to determine if the location is suitable for a pump.

VI. METERS and METER EQUIPMENT

- a.) The WPCA shall determine the type, size and installation of the meter to be installed. All premises must be separately metered.
- b.) The customer will provide, at their expense, an accessible and protected location for the meter and any meter reading equipment, which location shall be subject to the approval of the WPCA at the time of service pipe installation.

The meter may be located inside a building when, in the opinion of the WPCA, an inside setting will provide adequate accessibility, protection against freezing or other damage to the meter, and when the service pipe from street line to place of use does not exceed 150 feet in length. A setting within a building shall be located just inside the cellar wall at a point which will control the entire supply, exclusive of fire lines, to the premises.

When no suitable place inside the building is available, or the service pipe exceeds 150 feet in length, the WPCA may require that the meter be set near the street shutoff with suitable valve in a pit at least five feet deep, with a cover. Pit and cover shall be approved by the WPCA. Meter pits or vaults, including the meter vault cover, become the property of the customer upon installation, and the customer is responsible for the maintenance and repair of the vaults as needed from time to time. Meter pits or vaults should be kept accessible and free of debris, which will help prevent the meter from freezing or being otherwise damaged.

- c.) Meters will be owned, installed, tested and removed by the WPCA. Damage due to freezing, hot water, faulty connections, or customer's negligence shall be paid for by the customer.
- d.) The customer is requested to notify the WPCA promptly of any defect in or damage to the meter or its connections.
- e.) The WPCA may, at its discretion, install remote meter reading devices on its customers' meters. The location of such remote meter reading devices shall be determined by the WPCA, with any outside meter reading touch pad located a minimum of 36" from the ground and in a location that is safe and accessible for the meter reader. Customer requests for these installations will be reviewed on the basis of necessity.
- f.) The WPCA may not be required to install a meter until all the requirements for a new service installation have been met, including the installation of a meter yoke.

- g.) In order to assure accuracy, the WPCA may at any time remove a meter for tests, repairs or replacement. At a minimum, meters will be tested periodically in accordance with the regulations of the Department of Public Utility Control. Customers shall allow the WPCA access to their property for such periodic meter tests.
- h.) Upon written request of a customer, the WPCA will test the accuracy of a meter in use at his premises provided the meter has not been tested by the WPCA within one year prior to such request. If the results of the meter show it to be accurate, the customer will be responsible for the cost of the test, including parts and labor. If the test proves the meter to be inaccurate then the WPCA will pay for the test and replace the meter at no cost to the customer.
- i.) Submetering shall be permitted only with the approval of the WPCA.
- j.) If a service cannot be shut down for periodic testing and removal of the meter, a second meter will be required.
- k.) No person, other than a WPCA employee, shall break seals or disconnect meters unless specifically authorized in writing by the WPCA to do so. If any person takes such action without authorization from the WPCA, that person will be liable for any damages which may result there from, and shall be billed on the basis of water used in a similar period.
- l.) The Customer is responsible for maintaining piping on either side of the meter in good condition and valved on both sides of the meter so that the meter may be removed or replaced conveniently and without damaging such piping. If a problem should develop subsequent to meter removal or replacement due to poor condition or the piping or hand valve, the customer shall be responsible for any necessary repairs and damage.

- m.) Seasonal meters will be removed by the WPCA at the time service is shut off, tested, stored and replaced in the spring. Some seasonal meters are equipped with drain cocks and can be drained for the winter by the customer or its agent without removal. Seasonal activations and deactivations are done on a schedule determined by the WPCA. Customers are notified in advance by mail of the seasonal schedules. Customer requests to activate or deactivate their account on alternate dates shall be made to the WPCA with at least three days notice. Only WPCA personnel are authorized to operate the curb valve.
- n.) Customers who satisfy all the requirements of the WPCA and their town officials for converting from seasonal to year round service will become metered customers subject to the WPCA's effective metered rates.
- o.) Swimming pools or other facilities, which might require considerable quantities of water, may be required to be separately metered and to have separate services. Customers are not permitted to fill pools with water directly from hydrants. The WPCA may pursue appropriate enforcement action and may assess a usage fee based on estimated metered consumption.
- p.) The WPCA can assume no responsibility for the clogging of interior house plumbing or flooding which may occur during or after interruption of service or repairs to services, meters or mains.

VII. BILLING AND COLLECTION

- a.) Customer billing, including fire protection charges, is quarterly with the frequency for an account determined by the WPCA based on the days of service, classification and consumption.
- b.) When a meter reading is not available, an estimated bill will be rendered.
- c.) Bills are payable when rendered. Failure of the customer to receive the bill or notice does not relieve him/her from the obligation of payment or from the consequences of its non-payment, per Connecticut State Statute.
- d.) The property owner is the customer of record and is responsible for payment of water bills.
- e.) The Customer shall be liable for all charges for water and/or sewer service until such service has been disconnected by the WPCA pursuant to instruction from the owner.
- f.) Billing will continue to be billed a meter charge unless owner requests water be turned off. If the customer requests the water be turned off before the end of the billing period, the meter charge will be prorated to reflect the actual number of days in service during the billing period.
- g.) Water for construction purposes, or for tank trucks, will be metered in accordance with the WPCA's approved rates and charges.
- h.) Miscellaneous sales are billed as the service is rendered.
- i.) Bills that are incorrect due to meter or billing errors will be adjusted based upon Section 16-11-71 of the Regulations of Connecticut State Agencies. Whenever a meter in service is tested and found to have over-registered more than two percent, the WPCA will adjust the customer's bill for the excess amount paid determined as follows:
 - i) If the time at which the error first developed can be definitely determined, the amount of overcharge shall be based thereon.
 - ii) If the time at which the error first developed cannot be definitely determined, it shall be assumed that the over-registration existed for a period equal to one-half of the time since the meter was last tested. If more than one customer received service through the meter during the period for which the refund is due, a refund will be paid to the present customer only for the time during which they received service through the meter.
 - iii) Whenever a meter in service is found not to register or meter reading is not available, the WPCA may render an estimated bill. The WPCA will estimate the charge for the water used by averaging the amount registered over a similar period preceding or subsequent to the period of non-registration or for corresponding periods in previous years, adjusting for any changes in the customer's usage.
 - iv) Billing adjustments due to fast meters will be calculated on the basis that the meter should be 100% accurate. For the purpose of billing adjustment, the meter error shall be one-half of the algebraic sum of the error at a maximum test flow plus the error at intermediate test flow.
 - v) When a customer has been overcharged as a result of incorrect reading of the meter, incorrect calculation of the bill, incorrect connection of the meter, or other similar reasons, the amount of the overcharge will be refunded or credited to the customer.

vi) When a customer has been undercharged as a result of incorrect reading of the meter, incorrect calculation of the bill, incorrect connection of the meter, or other similar reasons, the WPCA may bill or otherwise hold the customer financially liable for no more than one year after the customer receive such service per State Statute 16-259(a).

VIII. DENIAL OR TERMINATION OF SERVICE

- a.) Refusal or discontinuation of service by water WPCA is restricted by certain provisions of Connecticut General Statutes and of the regulations of the DPUC. Copies of the applicable statutes and regulations are available for inspection at all of our offices.
- b.) Notices regarding termination of service shall:
- i) Be sent via first class mail at least 15 days before the termination.
 - ii) Contain the grounds for termination.
 - iii) Contain explanation of customers' rights.
- c.) New service may be denied or termination proceedings may be started by the WPCA for any of the following reasons and carried out subject to the aforementioned restrictions.
- d.) Service may be terminated without notice, again subject to certain restrictions, for:
- i) A condition determined by the WPCA to be hazardous.
 - ii) In the event of illegal or unauthorized provision of service.
- e.) Service may be terminated with notice, for:
- i) Non-payment of a delinquent account, provided the WPCA notified the customer and is in compliance with all of the procedures prescribed in Section 16-3-100 (c) through (h) of the Regulations of Connecticut State Agencies.
 - ii) Failure by a customer to comply with the terms of any agreement where under they are permitted to amortize the unpaid balance of an account over a reasonable period of time, or any failure for such a customer to simultaneously keep their account for utility service current as charges accrue in each subsequent billing period. Except where the customer has made a payment or payments amounting to 20% of the balance due, in which case the WPCA shall not terminate service until further notice of the conditions the customer must meet to avoid termination is sent to the customer. Such notice shall not entitle the customer to further review as provided by Subsection VII e-1 of these regulations or to additional notice upon subsequent payment of 20% of the balance due.
 - iii) Violation of or non-compliance with the WPCA's Rules and Regulations.
 - iv) When the WPCA has discovered that a customer has obtained unauthorized water service by fraudulent means or material misrepresentation or has diverted the water service for unauthorized use or has obtained water service without same being properly registered upon the WPCA's meter.
 - v) Tampering with the equipment furnished and owned by the WPCA.

- vi) Failure of the customer to permit the WPCA reasonable access to its equipment during normal working hours.
- vii) Failure of the customer to make necessary service line repairs after reasonable notice to avoid the wasting of water.
- viii) Failure of the customer to furnish such service, equipment, permits, certificates or rights of way as shall have been specified by the WPCA as a condition to obtaining service, or if such equipment or permissions are withdrawn or terminated.
- ix) Failure of non-residential customer to fulfill their contractual obligations for service or facilities subject to regulation by the WPCA.
- x) Customer use of equipment in such a manner as to adversely affect the WPCA's equipment or the WPCA's service to others.
- xi) Failure or refusal of the customer to reimburse the utility for repairs to or loss of utility property on the customer's property when such repairs are necessitated or loss is occasioned by the intentional or negligent acts of the customer or their agents.
- xii) Failure to comply with the Public Health Code of the State of Connecticut pertaining to cross connection control requirements at the premises.
- xiii) When the WPCA has determined that the furnishing of water service would be contrary to any orders, ordinances or laws of the federal or state government or any political subdivision thereof.
- xiv) Failure of the customer to provide identification within 15 days of opening an account.

- f.) Termination proceedings may be started by the WPCA for non-payment of a delinquent account, provided that the WPCA has notified the customer of the delinquency and has made a diligent effort to have the customer pay the delinquent account. A termination notice to a customer whose account is delinquent will be mailed no earlier than 63 days after mailing the original quarterly bill or 33 days after mailing the original monthly bill. Actual termination of the service will not occur earlier than 13 days after mailing the termination notice.
- g.) The WPCA will not terminate service to a customer if:
- i) The customer has filed an unresolved complaint or dispute with the WPCA. Such complaints must be made to the WPCA within seven days of receipt of a termination notice. Such complaint shall be reviewed by the WPCA as prescribed by Section 16-3-100 (g) of the Regulations of Connecticut State Agencies;
 - ii) There is known to be serious illness in the home of a residential customer. The WPCA must be notified by a doctor within 13 days of a customer's receipt of a termination notice, and such notice must be confirmed by letter within a week after the verbal notification. The notice must be renewed every 15 days or the last day of the period specified by the physician as to the length of the illness. The customer is required to make a reasonable arrangement with the WPCA to pay the delinquent part of his/her bill, and to pay all future bills on a current basis while the illness continues;
 - iii) The customer of record is a landlord or agent for an individually metered occupied residential rental property and the delinquent bill is for water service to that property. If practicable, arrangements may be made with the tenant for payment of bills for future service, and appropriate legal action may be taken against the customer for the delinquent and current amounts. However, if reasonable arrangements have been made with the tenant and the tenant refused to cooperate, the WPCA may terminate service to the tenant upon proper notice;
 - iv) The customer of record is a landlord or agent for an occupied residential rental property and for water service to that property where the meter services multiple units/tenants. In the event such account is delinquent bill, the WPCA may pursue payment through the rent receivership process or other appropriate collection methods.
 - v) The day immediately prior to a weekend or holiday except under conditions as set forth in sub-paragraph (d)(i) of this section where there is determined to be a condition that is hazardous.

IX. PRIVATE FIRE SERVICE

- a.) Fire hydrants and sprinkler systems shall be installed and maintained at the expense of the customer. The size, material and locations of piping, and plans and specifications for any tanks and pumps that may be required, shall be submitted in writing to the WPCA for approval. The WPCA must inspect the installation before backfill and must witness the pressure test and all flow tests for compliance with the approved plans and specifications. The WPCA may meter private fire lines where there is demonstrated justification such as unauthorized use of the service and/or where unusual circumstances prevail in the customer's premises.
- b.) Prior to the installation of any fire sprinkler system, the WPCA shall be notified in accordance with Section 19a-37a-1 of the Connecticut Public Health Code.
- c.) A backflow prevention device shall be required on a line to a fire sprinkler system with any siamese connection in accordance with the Connecticut Public Health Code.
- d.) Operating tests of private fire hydrants and sprinkler systems shall be made only after notification to and approval by the WPCA.
- e.) No water shall be taken from a private fire hydrant except for use on the property in which it is located, nor for any purpose other than to extinguish fires or to test fire fighting equipment. Such uses of water for purposes other than fire fighting shall be made only after notification to and approval by the WPCA.
- f.) The WPCA shall not be held liable or responsible for any losses or damage resulting from fire or water which may occur due to the installation of a private fire service system or any leakage or flow of water therefrom.
- g.) In cases where a private development is to be served by a single service connection and ownership of the single service pipe or distribution main is not held by the WPCA, a separate fire service main may be required to accommodate private fire hydrant service.
- h.) With WPCA approval, a single fire service may service more than a single premise.
- i.) The customer shall provide the WPCA with approval from the local fire marshal and a letter from their insurance carrier acknowledging that the fire service is being disconnected before a customer's request for discontinuance of a private fire service can be processed by the WPCA. The owner is responsible for billings until terminated.

X. FIRE PROTECTION CHARGES

- a.) All public fire hydrants, except certain town owned hydrants, shall be owned and maintained by the WPCA.
- b.) Any hydrants and mains located on public property, easement, or a public right of way are subject to public fire charges and billed to the municipality.
- c.) Any mains located on private property, easement, or private right of way that are installed at the expense of a private property owner and any hydrants installed by the WPCA on such mains shall be owned and maintained by the WPCA and are subject to the Fire in Private Rights of Way charges and billed to the property owner.
- d.) Fire departments desiring to use water from hydrants for testing equipment or for any purpose other than that of extinguishing fires, must notify the WPCA in advance of such usage.
- e.) Persons who desire to use water from public hydrants for purposes other than fire fighting must first obtain permission from the WPCA. Persons using water without permission of the WPCA shall be prosecuted to the full extent of the law.

XI. WPCA RESPONSIBILITIES

- a.) The WPCA undertakes to supply its customers with water which meets the requirements of the State of Connecticut Department of Public Health, and which has such physical and chemical properties as to make it acceptable for domestic use. However, the WPCA does not undertake to render any special service, to maintain any fixed pressure, to deliver any fixed quantity of water, or special quality water.

- b.) The WPCA shall not be liable for any damage to person or property, sustained as a result of any break, failure or accident in or to its system or any part thereof, which is not due to the WPCA's negligence, or which, being known to the customer, was not reported by that customer in time to avoid or mitigate such damage.

- c.) WPCA employees performing work at a customer's premises, shall wear a WPCA uniform or carry a badge or other identification card identifying him/her as a WPCA employee.

XII. WATER MAIN EXTENSIONS

- a.) Class 52 Ductile Iron Pipe will be used when extension of water mains are planned or constructed.
- b.) Pipe will be installed in accordance with plans and industry standards using best workmanship. All disturbed areas will be restored to equal or better condition.
- c.) Installation should follow sequence of construction as detailed on plans to minimize disruption of water service. Alternate sequences will be considered if conditions warrant it.
- d.) Any disruption of water service to residents shall be coordinated by the WPCA and kept to a minimum.
- e.) It is the intent that the installed pipe be parallel to the road and confined to the shoulder of the State or Town highway. Any disturbance of the travel lane will require paving to the centerline.
- f.) Fire hydrants shall be installed to the specifications of the WPCA and shall be installed at intervals of 500 feet in residential areas and 300 feet in commercial/industrial areas. In addition to ordinary water needs of residential districts, our water system also supplies fire protection needs and therefore, 8-inch diameter pipes will be installed as a minimum for residential districts.

i. If the work is conducted by private contractors, the scope of work should include all labor, materials, equipment, permits, fees and services needed to install the water main and conducted in accordance with the specifications of the WPCA. Plans and specifications shall call for finished work, complete, tested, and ready for operation.

ii. All disturbed areas whether grassed or paved, shall be restored to equal or better condition.

iii. Provide Public Liability Insurance with the following minimum limits and naming the Putnam WPCA as an additional insured:

Bodily injury or death-each person	\$500,000
Bodily injury or death-each occurrence	\$1,000,000
Property damage-each occurrence	\$500,000
Property damage-aggregate	\$1,000,000

Provide workers' compensation and unemployment insurance as required by state statutes.

XIII. WATER MAIN BREAK AND REPAIR

The Putnam WPCA will use the best management practices (BMP) available and established WPCA practices when responding to a water main break and the subsequent repair of the break. These practices will include:

- Locate and secure the leak.
- Call Before-U-Dig (see Appendix G)
- Obtain Tag # for repair activities
- Notify all appropriate agencies and utilities regarding the main break
- Use BMP protocols for excavation and trench work
- Use BMP protocols for repair activities
- Use BMP protocols for disinfection methods, if required, after repair is completed.

The Putnam WPCA, when practical, will notify affected customers. Customers will be advised to flush their home plumbing after repairs are completed.

Job Completion

- Compile job notes that outline the type of repair, particular field conditions and problems encountered, and suggestions/recommendations for avoiding problems on similar jobs.

XIV. FLUSHING PROCEDURES

The WPCA flushes its fire hydrants at the beginning of May and October each year. Customers should look for flushing dates and schedules located on the WPCA page of the Town of Putnam website (<http://www.putnamct.us>) and in local media.

It is common for the water to be discolored for a few hours after flushing. Do not use washing machines, dish washers, water heater or other water using appliances while the water is discolored, since this will cause the discolored water to enter your appliance.

A good practice for all customers after mains are flushed is to open an outside cold water faucet or the cold water faucet farthest from your house water shut-off and allow the water to run for ten minutes or until you do not see any discoloration. If the discoloration continues, please call the WPCA office at (860) 963-6819 for assistance.

Any discoloration in your water at other times of the year could be caused by excessive flow of water due to a fire or broken water main. If this occurs, run your water as suggested above and if the water does clear in a reasonable time, please call the WPCA office.

XV. CONSERVATION MEASURES

- a.) It is the public policy of the Putnam Water Pollution Control Authority to encourage water conservation through educational materials and the best methods for water conservation will be distributed by the WPCA to the public through newspaper articles, mail materials (inserts in bills), and information posted on the agency's website.
- b.) The Putnam WPCA will make available water savings kits, upon request, to interested customers and shall work with the Town's Building Department to coordinate the installation of water saving devices in compliance with the American Society of Mechanical Engineers of Underwriters Laboratories for new and renovated construction.
- c.) The Putnam WPCA's goal is to seek an annual reduction of water consumption by ten (10) percent.
- d.) The Putnam WPCA participates as a Promotional Partner in the WaterSense Program administered by the U.S. Environmental Protection Agency.
- e.) The Putnam WPCA encourages all customers to practice the following water conservation tips:
 - Prevent sprinklers from watering driveways, sidewalks, and streets. Experts Estimate that 50 percent of the water we use outdoors goes to waste from Evaporation or runoff due to overwatering.
 - Don't use sprinklers during periods of precipitation.
 - Sweep driveways, sidewalks, and steps rather than hosing them off. Don't To check for leaks at your spigot connection and tighten as necessary.
 - Use the following three simple water savings steps: Check. Twist. And Replace.
 - First, *check* toilets to reveal any silent leaks. Easy-to-fix Household leaks can waste enough water each year to fill a Backyard swimming pool. Just add a few drops of food coloring to the toilet tank and wait 10 minutes before flushing. If dye appears in the toilet bowl, your toilet has a leak. If you find a leak, visit www.epa.gov/watersense/fixaleak for do-it-yourself repair tips or contact a plumbing professional.
 - Second, if you don't have them already, *twist* an aerator onto each bathroom faucet to save water without noticing a difference in flow.
 - Third, *replace* your old showerhead with a WaterSense labeled model, which helps you shrink your water footprint while still enjoying a satisfying shower. Making this switch reduces a household's water use by 2,300 gallons annually.
- f.) The Putnam WPCA is partnering with the Town's Redevelopment Agency to have all housing renovation projects funded by the Redevelopment Agency install water conservation devices in bathrooms and kitchens.
- g.) The Putnam WPCA encourages developers of new housing units, commercial and industrial facilities to provide "off-sets" (quantifiable reductions in use of water from existing customers).

XVI. WATER SHORTAGE AND EMERGENCY PROCEDURES

TOWN OF PUTNAM

WATER USE RESTRICTION ORDINANCE

1.0 Authority

The TOWN OF PUTNAM, under its powers pursuant to state law, has adopted this ordinance to protect public health and welfare. This ordinance implements the Town of Putnam's authority to impose water use restrictions, either conditioned upon a state of water use restrictions or a declaration of public drinking water supply emergency issued by the Department of Public Health pursuant to C.G.S. 25-32b, as well as general non-emergency restrictions designed to preserve and maintain the public water supply.

2.0 Purpose

The purpose of this ordinance is to protect, preserve and maintain the public health, safety and welfare whenever there is in force a State of Water Use Restriction or State of Public Drinking Water Supply Emergency by providing for enforcement of any duly imposed restrictions, requirements, provisions or conditions imposed by the municipality or by the State of Connecticut.

3.0 Definitions

Agriculture shall mean farming in all its branches as defined in C.G.S. Section 1-1(q).

Municipality means any town, consolidated town and city, consolidated town and borough, city, borough, and village.

Outdoor Watering shall mean any watering of decorative lawns, trees or shrubbery by water users.

Person means any individual, partnership, association, firm, limited liability company, corporation or other entity, except a municipality, and includes the federal government, the state or any instrumentality of the state, and any officer or governing or managing body of any partnership, association, firm or corporation or any member or manager of a limited liability company.

State of Public Drinking Water Supply Emergency shall mean a State of Public Drinking Water Supply Emergency declared by the Department of Public Health in consultation with the Department of Environmental Protection, and the Department of Public Utility Control under C.G.S. 25-32b.

State of Water Use Restriction shall mean a State of Water Use Restriction declared by the Town of Putnam pursuant to Section 4 of this ordinance.

Water Company means the Water Division of the Putnam Water Pollution Control Authority, (WPCA), together with any party obligated to supply water to the Putnam Water Pollution Control Authority by contract or otherwise.

Water Users shall mean all persons or municipalities using water from any public water source irrespective of that person's responsibility for billing purposes for use of the water.

4.0 Declaration of a State of Water Use Restriction

The Mayor of the Town of Putnam, upon the recommendation of the water company or water companies, as may be appropriate, may declare a State of Water Use Restriction. Such a declaration should be, where appropriate, conditioned on the identification of a water shortage or threatened water shortage by the water company, the local health department, a state agency or the governor which could also include or be limited to the restrictions listed in Section 5. Public notice of a State of Water Use Restriction shall be given under Section 6 of this ordinance before it may be enforced. After implementation of any state of water use restrictions, the Department of Public Health and the Department of Environmental Protection should be notified in writing within 14 days of the implementation of restrictions. These restrictions can be phased-in to tailor them according to the severity and nature of the water supply shortage.

5.0 Restricted Water Uses

A declaration of a State of Water Use Restriction shall include restrictions consistent with the response measures indicated in the individual water supply plans of the water company and the Connecticut Drought Preparedness and Response Plan, as appropriate. These may include one or more of the following restrictions, conditions, or requirements limiting the use of water as necessary to protect the water supply except as provided in Section 11. The applicable restrictions, conditions or requirements shall be included in the public notice required under Section 6. Please note, the following restrictions are listed to serve as examples of the types of water use restrictions that may be implemented:

a) Automatic Sprinkler Use: The use of automatic sprinkler systems is prohibited, except lawn watering is permitted in order to establish and maintain newly laid sod or newly seeded grass associated with new construction, and the testing of a customer's newly installed or newly repaired sprinkler system by a commercial enterprise engaged in the installation or repair of lawn irrigation systems is permitted.

- b) Car washing: Car or vehicle washing is prohibited, except for the washing of vehicles performed by a commercial enterprise engaged in car washing.
- c) Loss of water from customer's service line: The loss of water through breaks or leaks within the customer's service line, private distribution system or plumbing for any substantial period of time within which such break or leak should reasonably have been discovered and corrected. It shall be presumed that a period of seventy-two (72) hours after the customer discovers such a break or leak or receives notice from the water company of a break or leak is a reasonable time within which to correct such break or leak or, as a minimum, to stop the flow of water from such break or leak.
- d) Off-Peak Outdoor Watering: Outdoor watering is permitted only during daily periods of low demand, to be specified in the declaration of a State of Water Use Restriction and public notice thereof. For example, limit outdoor watering to between 8:00 p.m. and 8:00 a.m. on not more than three days per week. Houses with house numbers ending in an odd number shall water on Monday, Wednesday and Friday; houses with a house number ending in an even number shall water on Tuesday, Thursday and Saturday. (In general, restricting outdoor water use to between sunset and early morning is best for turf needs and coincides with off peak hours. Municipalities may choose to restrict water use to one or two days per week during specified hours.) During a declared water supply emergency, outdoor watering may be entirely prohibited.
- e) Other outdoor uses. The use of private wells or other outdoor uses not addressed in this ordinance that are, in the determination of the Director of Health, wasteful, are prohibited.
- f) Outdoor Watering Ban: Outdoor watering is prohibited, except the watering of agricultural products, sod at commercial sod farms, and the watering of nursery stock at nurseries or retail outlets is permitted.
- g) Outdoor Watering Method Restriction: Outdoor watering is restricted to bucket, can or hand held hose, or soaker hose watering with automatic shutoff nozzle.
- h) Swimming Pools, Wading Pools, Hot Tubs, Spas, and Jacuzzis: Filling and topping off of swimming pools, wading pools, hot tubs, spas, and jacuzzis are prohibited, unless newly constructed or installed swimming pools, wading pools, hot tubs, spas, and jacuzzis that may be filled once upon completion of construction or installation
- i) Use of water for firefighting, health, sanitation, & medical purposes. The use of water for firefighting, health, sanitation, or medical purposes shall not be restricted. However, domestic water use conservation practices should be implemented wherever possible.

j) Washing impervious surfaces. The washing or cleaning of streets, driveways, sidewalks or other impervious areas is prohibited.

k) In any month that the WPCA is purchasing water from a public water system pursuant to the Connecticut General Statutes Section 22a-348, or otherwise, the WPCA will enforce water restrictions in the same manner as the public water system when necessary in accordance with the emergency contingency provisions of the public water system.

6.0 Notification

6.1 State of Water Use Restriction

The Putnam Water Pollution Control Authority shall provide notification of any provision, including any restriction, requirement or condition imposed by the municipality as part of a State of Water Use Restriction, which shall be published by the municipality in a newspaper of general circulation within the municipality, or by such other means reasonably calculated to reach and inform all users of water of the State of Water Use Restriction. Notification of the State of Water Use Restriction shall also be provided to the Connecticut Department of Public Health, Department of Public Utility Control, and Department of Environmental Protection at the same time that notification is given.

6.2 State of Public Drinking Water Supply Emergency

When a State of Public Drinking Water Supply Emergency is declared by the Department of Public Health, the water company shall follow those procedures outlined in its approved Emergency Contingency Plan. In the event water use restrictions are necessary, the water company shall contact and consult with the affected municipality(s), in accordance with the approved Emergency Contingency Plan. The municipality(s) would then declare a State of Water Use Restriction in accordance with Section 4.0 of this document. Appropriate notice to the public shall be provided in accordance with Section 6.0 of this document.

7.0 Termination of a State of Water Use Restriction; Notice

A State of Water Use Restriction may be terminated upon a determination by the Water Pollution Control Authority that the water supply shortage no longer exists. Public notification of the termination of a State of Water Use Restriction shall be given in the same manner as is required for notice of the municipality's declaration of its State of Water Use Restriction pursuant to Section 6.

8.0 State of Public Drinking Water Supply Emergency; Compliance with DPH or

DEP Orders

Upon notification to the public that a declaration of a State of Public Drinking Water Supply Emergency has been declared by the Department of Public Health in consultation with the Department of Environmental Protection and the Department of Public Utility Control, no person shall violate any provision, restriction, requirement, condition of any order approved or issued by the DPH for the purpose of bringing about an end to the State of Public Drinking Water Supply Emergency.

9.0 Enforcement and Penalties

The Town of Putnam through the Director of the Water Pollution Control Authority, Building Inspector, and the Police Department of the Putnam Special Services District, or, outside of the Putnam Special Services District, the Connecticut State Police may enforce all the provisions of this ordinance. Any person violating this ordinance shall be liable to the Town of Putnam in the amount of \$100.00 for the first violation and \$200.00 for the second violation. In extreme cases, the Water Pollution Control Authority may curtail water service to a violator. If water curtailment is found to be necessary, consideration shall be given to customers that have multiple tenants or medical risk individuals.

10.0 Severability

The invalidity of any portion or provision of this ordinance shall not invalidate any other portion or provision thereof.

11.0 Exemptions; Application for a waiver

Any such water users that consider the restrictions, as imposed, to adversely affect their livelihood, health or sanitation, may make written application for a waiver. Any such application should be directed to the attention of the WPCA. The WPCA will verify that the applicant is a user within the system and then forward the application, within three days, to the Director of Public Health who then makes the determination whether a waiver should be granted. This decision shall be made within three days of receipt of the application by the Director of Public Health. For the purposes of this ordinance, the Director of Public Health shall be the Executive Director of the Northeast District Department of Health or that individual's designee. If the Executive Director of the Northeast District Department of Health neglects or refuses to act, then the application for exemption shall be referred to the WPCA Board for formal action by the Board.

12.0 The Following Water Restrictions are Applicable from June 30th until November 1st, Regardless of Water Restrictions:

Hand watering or using soaker hoses is permitted at any time, except during water restriction or emergency.

No sprinklers to water driveways, sidewalks or streets.

No allowing runoff into a street or other drainage area.

No use of sprinklers during periods of precipitation.

Automatic shutoff nozzles must be used on outside hoses.

13.0 It is the public policy of the Town of Putnam to encourage conservation through educational materials and the Water Pollution Control Authority shall make available through newspaper articles, mail materials and website information the best methods for water conservation.

The Town of Putnam and the Water Pollution Control Authority (WPCA) shall use its best efforts to provide all appropriate conservation materials to the local media, encourage municipal and WPCA employees to submit ideas of water conservation relative to their work as well as encouraging the general public to conserve water.

The WPCA shall make available water savings kits, upon request, to interested customers and shall work with the Building Department to coordinate the installation of water saving fixtures in compliance with The American Society of Mechanical Engineers or Underwriters Laboratories for new and renovated construction.

14.0 The WPCA, acting by and through its Director, shall declare a water supply emergency exists if during a 24 hour period the water demand exceeds the legally authorized water withdrawal supply. This shall be referred to as a Phase I water supply emergency.

During a Phase I water supply emergency:

- a.) all unnecessary water usage shall be banned;
- b.) the WPCA Director shall contact all state and local agencies concerning initiation of a Phase I water emergency;
- c.) a fifteen (15%) percent reduction in usage for the average water usage from the month in question averaged over the previous five (5) years;
- d.) the Director of the WPCA shall confer with the Connecticut Department of Health in accordance with the Connecticut General Statute Section 25-32b as to whether or not a public drinking water supply emergency exists;

e.) the WPCA acting by and through its Director shall prepare weekly water supply status reports for in-house evaluation and distribution to all state and local officials;

f.) the Director shall notify the media, set up hotline and post notices in prominent locations in an effort to notify all customers.

g.) the Director shall notify the Putnam Police Department and Troop D, the State of Connecticut Police in Danielson, Connecticut of the existence of the water supply use restrictions.

15.0 Should the water supply emergency continue for a period of seven (7) days, a Phase II water supply emergency shall be declared and the following additional restrictions shall be implemented:

a.) the targeted reduction for the average water usage from the month in question averaged over the previous five (5) years;

b.) the water supply status report for in-house evaluation and distribution to all state and local officials shall be prepared twice weekly;

c.) notification to all customers through a press release and other appropriate media and website information providers shall be implemented;

d.) to the extent practical, all large commercial and industrial account holders shall be contacted personally or by email;

e.) a drought hazard rationing plan shall be prepared in concert with all relevant state and local agencies and the Connecticut Water Company;

f.) an investigation of alternate means of obtaining additional emergency water supplies shall be implemented as well.

16.0 Should the WPCA water supply emergency continue for an interrupted period of fourteen (14) days, a Phase III water supply emergency shall be declared. Under those circumstances, the following steps shall be taken:

a.) the WPCA Director shall in conjunction with all state and local officials implement a water rationing plan, if necessary. The plan shall provide for the bare essentials for life sustenance as long as possible, as well as consideration of medical needs and fire protection. A pre-determined amount of water shall be held in reserve for fire protection;

b.) the Putnam Special Services District and State and local police shall be notified of the existence of a Phase III water emergency and their cooperation shall be solicited in the strict enforcement of the mandatory water rationing.

Dated at Putnam Connecticut this ____ day of _____, 2010.

XVII. NOTES

xviii. APPENDIX

- a.) Diagram - Typical Water Service Installation
- b.)Diagram - Typical Water Service Installation with a Meter Pit
- c.) Diagram - Typical Seasonal Water Service Installation
- d.)Diagram - Typical Meter Yoke Installation
- e.)Diagram - Typical Meter Yoke Installation with PRV
- f.) Customer Information – Your Water Service
- g.)Call Before-U-Dig and Notification Call List