

Holyoke Water Works
Fees and Charges for New Water Service (Table 1)
December 28, 2022

Description of Service/Application	Charge
CONNECTION CHARGE: 1-inch connection 1-1/4-inch connection 1-1/2-inch connection 2-inch connection 4-inch connection 6-inch connection 8-inch connection 10-inch connection 12-inch connection	\$500 ⁽¹⁾ \$750 ⁽²⁾ \$1,000 ⁽²⁾ \$2,000 ⁽²⁾ \$3,000 ⁽²⁾ \$4,000 ⁽²⁾ \$5,000 ⁽²⁾ \$6,000 ⁽²⁾ \$8,000 ⁽²⁾
FRONTAGE CHARGE ⁽³⁾	\$30/linear foot
FRONTAGE CHARGE ⁽⁴⁾	\$1,500
Rock excavation	By contractor/others
Water Service Installation/Construction Cost: 1-inch only (2-inch to 12-inch by Contractor including water main tapping costs)	The Developer/owner shall bear the entire cost for the installation of the water service including connection charge, deposit and frontage fee if applicable. The department may require the work to be performed, in full or part, by a Department approved contractor at the developer/owner's expense.
Notes: (1)	
A \$500 deposit is required when applying for a 1-inch water service as listed under Table 3.	
(2) A meter deposit is required for larger service connections as listed under Table 3.	
(3) Frontage Charge for new Residential, Commercial, Industrial and Public users.	
(4) Frontage Charge for existing Residential users currently receiving water service from individually owned wells.	

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Charges for Water and other Related Services

December 28, 2022 (Table 2)

Description of Service/Application	Fees/Charges	
	During Working Hours	After Working Hours
Non-Emergency Water Shut-off/Turn-on	\$50/\$50 or (\$100 both)	\$100 Labor charge plus \$50/\$50 (\$200 both) ⁽²⁾ or
Valve Change	Materials	Labor charge plus materials ⁽²⁾
Service Leak/Repair	Materials ⁽³⁾	Labor charge plus materials ^(2,3)
Service Replacement	Materials ⁽³⁾	Labor charge plus materials ^(2,3)
Meter Replacement	No charge	(Not applicable)
New Service/Meter Installation	Labor charge plus materials ⁽¹⁾	(Not applicable)
Delinquent/Non-Payment	\$100 – Shut-off/Turn-on (labor included)	\$200 – Shut-off/Turn-on (labor included)
Return Check Fee	\$30 per check	\$30 per check
Final Notice/Demand Fee	\$50 per occurrence	\$50 per occurrence
Seasonal Meters - Consumer	\$100 - Shut-off/Turn-on	(Not applicable)
Seasonal Meters - City	No charge	(Not applicable)
Meter Test	\$50 ⁽⁵⁾	(Not applicable)
Hydrant Flow Test	\$300 (labor included) ⁽⁴⁾	\$300 (labor included) ⁽⁴⁾
Hydrant Use Fee	1-inch Connection - \$100/day 2-inch Connection - \$250/day	(Not applicable) (Not applicable)

- (1) See Table 1&3 for associated Connection Charge and Deposit.
- (2) Labor charge based on one and one-half times the employee's current hourly rate for Saturdays and double time for Sundays/Holidays.
- (3) Service repair/ replacement requires a minimum deposit of \$250 at the time of application.
- (4) Flow test on West Heights/ West Holyoke or Reduced West Heights requires an additional \$100 for additional personnel.
- (5) Meter test charge refunded if meter is not operating within design parameters.

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Deposit for New Water Service and/or Water Meters Costs December 28, 2022 (Table 3)

Meter Size	Service Charge ⁽¹⁾ /Meter Charge ⁽²⁾⁽⁴⁾
1-inch Service with 5/8-inch displacement	\$500/\$500
1-inch Service with 3/4-inch displacement	\$500/\$550
1-inch Service with 1-inch displacement	\$500/\$600
1-1/2-inch displacement	n/a ⁽³⁾ /\$1,100
1-1/2-inch turbo w/strainer	n/a ⁽³⁾ /n/a
2-inch displacement	n/a ⁽³⁾ /\$1,500
2-inch turbo w/strainer	n/a ⁽³⁾ /\$1,500
3-inch turbo w/strainer	n/a ⁽³⁾ /\$2,000
4-inch turbo w/strainer	n/a ⁽³⁾ /\$2,800

1. New Water Service includes the deposit for labor, materials and equipment for new water service including water meter. The balance will be billed upon completion of installation.
2. New or replacement water meter includes the full payment of the water meter, strainer, connector couplings, tamper-proof device and associated labor. A deposit of \$250 is required for repair or replacement from the curb stop to the water meter.
3. Water Service larger than 1-inch installed by private contractor. Only a meter charge shall apply.
4. Frozen meter charge including replacement based on meter size.