

## **1.1 INTRODUCTION**

The purpose of this section is to inform developers of the procedures associated with applying to the Holyoke Water Works for a new water service. This section discusses the application procedures for new water service and outlines general requirements for new service connections and pipeline extensions. More detailed information on material standards and construction standards are presented in Sections 5 and 6, respectively.

## **1.2 WATER SERVICE APPLICATION**

Each application for water service must be made at the Holyoke Water Works office on forms provided for that purpose. The Application for Service Pipe is included in Appendix A. The form must be signed by the owner of the property requesting service or by its authorized representative. The application must state the extent of water service required and must include the date of application, the location of the property, and the purpose for which water is to be used.

All charges for water service and water consumed will be billed directly to the property owner.

The Board of Water Commissioners reserves the right to refuse water service to any real estate or location where, in its opinion, proper and adequate service cannot be provided under the guidelines set forth by the Massachusetts Department of Environmental Protection, or where the extension of such water service would be detrimental to the existing water system.

Application for water service to housing, commercial, or industrial developments shall be submitted to the Holyoke Water Works along with a plot plan showing property dimensions. Such plans shall be stamped to show Planning Board action. All new subdivisions or developments must be looped. If the land adjoining the development is not already developed or built upon, an easement must be provided and properly recorded along with the pipe constructed in the easement area to the end of the property line of the development as determined by the Board of Water Commissioners.

Application for water service to individual lots facing on existing streets must include an acceptable plot plan or lot plan.

## **1.3 SERVICE CONNECTIONS**

All connections off the main pipe will be classified as service connections, regardless of size. At a minimum, service connections shall conform to the requirements of the Board of Water Commissioners in regards to pipe size, materials, layout, and manner of installation, as described in Sections 5 and 6 of these Rules and Regulations.

The term service connections shall cover branch connections to individual houses; branch connections to commercial and industrial establishments; piping on private property around residential, commercial, and industrial properties; and branch connections (both main pipe

and service connections) intended to provide water service to private property being subdivided and/or developed.

The entire cost of all service connections, from the main line to the inside of the cellar wall to and including the water meter, or the point of termination, as applicable, shall be borne by the property owner applying for water service.

A deposit for service connections will be required by the Holyoke Water Works at the time of application for water service, as described in Appendix B.

A final adjusted billing for service connections will be rendered by the Board of Water Commissioners after completion of the installation work and must be paid before water service is provided. Rebates due will either be credited to the next bill or payment issued by the Holyoke Water Works.

Contractors of all new developments where the contractor constructs its own system of pipe, hydrants, valves, and service connections to the new houses will be responsible for the main pipe connection charges to the development. If the Holyoke Water Works is called upon to participate in the work of a private development, the customer will be charged for all work carried out by the Holyoke Water Works.

## **1.4 PIPELINE**

All main pipe extensions and service extensions shall be installed by the Board of Water Commissioners or its authorized representatives. All such installations shall conform to the standards and requirements of the Board of Water Commissioners in regards to pipe sizes, materials, layout, and manner of installation as described in Sections 5 and 6 of these Rules and Regulations.

Pipelines serving individual buildings, commercial, or industrial establishments will generally be approved for installation at the sizes and arrangements specified by the property owner. In all cases where, in the opinion of the Board of Water Commissioners, the pipeline may ultimately become a part of the Holyoke Water Works distribution system or where the pipeline can affect a substantial number of people, requirements and standards of the Board of Water Commissioners shall apply.

In cases where the Board of Water Commissioners deem necessary to provide excess pipe capacity to strengthen the existing distribution system, or excess pipe capacity for transmission main service, the increased cost for materials shall be the responsibility of the applicant.

No main pipe extension or service connection will be installed until the street or property through which the pipe will pass has been brought to sub-grade.

## **1.5 ALTERATIONS IN WATER SERVICE PIPING**

No alterations in the water service piping shall be made without written notice to the Board of Water Commissioners and further application made. Water service piping shall include service fittings, meters, piping, service/gate boxes, etc.

The Holyoke Water Works is not responsible for the actions of any property owner who alters land contours, sidewalks, driveways, or landscaping arrangements which cause the life of the pipe to depreciate due to freezing or lack of pipe depth coverage. Relocation or repair of the water service shall be the responsibility of the property owner.