

Town of Carlton  
Water Rules and Regulations

Index of Sections

- 1-1 Applications For Use; Tapping
- 1-2 Water Meter Requires; Liabilities
- 1-3 Responsibilities Regarding Pipes
- 1-4 Installation Of Meters
- 1-5 Reading of Meters; Inspections
- 1-6 Multiple Dwellings And Tenant Dwellings On Water Service Line
- 1-7 Cross-Connection Prohibited; Penalties
- 1-8 Backflow Prevention
- 1-9 Water Rates; Billings
- 1-10 Payments; Penalties For Delinquencies
- 1-11 Restoration Of Service
- 1-12 Unauthorized And Illegal Hookups
- 1-13 Unpaid Bills Levied Against Property
- 1-14 Notice Of Right To Dispute Billing
- 1-15 Appeals
- 1-16 Broken Seals
- 1-17 Leaks In Service Pipes, Hydrants, And Other Apparatus
- 1-18 Use Of Hydrants
- 1-19 Private Fire Connections
- 1-20 Bypassing Prohibited; Public Hydrants
- 1-21 Boilers
- 1-22 Shut Off Water; Emergencies
- 1-23 Damage To Meters
- 1-24 Penalties
- 1-25 Rights Reserved By Carlton Town Board
- 1-26 Benefit Charges

ADDENDUM-A  
POLICY FOR SEASONAL WATER SERVICE

ADDENDUM-B  
WATER INSTALLATION CHARGES

- 1-1 Application For Use; Tapping
- A All applications for the introduction or use of water on any premises, or for the extension of any water pipe, shall be in writing and signed by the owner of such premises, or by his or her duly authorized agent. All applicants must fully and truly state the purpose for which such water is required. All applicants must state all of the expenses incident to the introduction or use of water on any such premises and all expenses must be paid by the applicant unless otherwise prescribed by the Town Board.
- B No tapping of the water main shall be done until the application for water has been approved. Tapping shall be done only by Town employees or contractors authorized by Town contract.
- C Each consumer desiring water service from the Town water system shall make written application therefore to the office of the Water Clerk on forms, provided by the Town, prior to receiving such water supply.
- D For property transfers, new owners must sign up for water service at the Town office.
- E Each new consumer shall be required to pay a tap in fee as established from time to time by the Town Board
- 1-2 Water Meter Required; Liabilities
- Every owner of each premises utilizing water from the Town water system shall be required, for each service, to install a water meter furnished and installed by the Town at the owner's expense. Charges shall be made for all water registered by the meter, whether used, consumed, or wasted, including waste because of any leaks or malfunctions on the owner's premises, and the owner shall be liable for the same.
- 1-3 Responsibilities Regarding Pipes
- A All water pipes between the water main and the curb valve, together with the fixtures connected therewith, shall be kept in good repair and protected from freezing by the Town. All water pipes from the curb valve to the premises where the water is used are the property of the property owner of the premises and must be kept in good repair and protected from freezing, and all unnecessary waster or leakage of water must be prevented, at the expense of the owner. See penalties subsection 1-3E for the owner's responsibility.
- B All piping is to be copper, 200lb test plastic, or high density polyethylene (HDPE). Brand new ("brand new" means that the service does not now already exist) service is to be installed at a minimum depth of 4.5 feet. Also, all brand new water service piping shall be required to have sand bedding.
- C Curb valve piping shall be standard size of ¾", with optional sizes only upon prior request and only as approved by the Water Superintendent.
- D For a brand new service, the ¼ turn shut off valve must be located immediately beyond the interior side of the building perimeter wall and between such wall and the water meter, and for all services, existing and brand new, the pipes must be so arranged that the water can be drained from them whenever and wherever there is danger of freezing. If damages and/or failures result due to freezing in the owner's piping and/or water system, or if the meter and shut off valve location guideline described above in this subsection, can not be met, then the ¼ turn shut off valve and water meter must be housed in a meter pit. Any other installation alternative configuration can only be used if it is first approved by the Water Superintendent and even then, the Water Superintendent shares no responsibility in an incident of the failure of any alternative configuration.
- E The owner shall be responsible for all costs incurred due to the owner failing to ensure that the requirements of this section are met or due to the malfunction of fixtures, pipes, or equipment belonging to owners or occupants. These costs include, but are not limited to, repair costs, damages, and water loss. The owner is solely responsible for costs incurred if an/or when an alternative configuration (see subsection 1-3D) fails.
- F Curb valves shall only be operated by Town employees.

- 1-4      **Installation Of Meters**  
Meters must be installed under the supervision of the person in charge of the operation of the Town water system or his or her representative. Whenever a meter is to be installed, a suitable place must be provided by the owner and the place must be free from frost and must be easily and safely accessible at all times. The requirement that the meter is easily and safely accessible at all times also extends to all currently existing installations, regardless of past history. If it is impossible to place the meter where it is free from frost and/or easily and safely accessible, then an exterior meter pit will be installed by the Town at the property owner's expense. If Over 150 feet exists from the curb box to the inside structure including valve, the owner will be required to install a meter pit.  
If any existing basement with less than a full 6 foot wall exists the owner will be required to install a meter pit.
- 1-5      **Reading of Meters; Inspections**  
A      Each owner and/or occupant shall provide authorized Town employees access to read meters, with reasonable notice and appropriate timing, where no remote reader is installed.  
B      Every owner or occupant of premises where Town water shall be used shall, at all reasonable times and whenever, in the judgment of the authorized Town employee it shall be necessary so to do, permit authorized employees of the Town to enter any and all portions of the premises or building, as necessary, upon reasonable notice, for the purpose of examining the meter, the water pipes or fixtures, or the manner in which the water is used.
- 1-6      **Multiple Dwellings And Tenant Dwellings On Water Service Line**  
A      When two (2) or more distinct dwelling areas are supplied with water from the same service pipe, each dwelling area so served will be considered as a separate water customer. Multiple dwellings will require a separate shut off and separate meter for each residence.  
B      Notice of delinquency and/or shut off of water service shall be given to the owner and/or the tenant. The owner shall be responsible to the Town for all costs, including charges, penalties or fees of any kind in regard to the turn off and reinstatement of the water service. See the penalties section 1-10, Payments; Penalties For Delinquencies.  
C      The owner shall indemnify the Town of any claims by tenants or other persons due to the shutting off of such water services.
- 1-7      **Cross-Connection Prohibited; Penalties**  
A      Cross-connections between different water supplies in or on premises receiving Town water service are prohibited. A cross-connection is an arrangement or installation of water supply pipes, fixtures or equipment which does or may allow the transfer of water to or from the Town water service to any other service or supply of any type.  
B      In the event that it is determined by an employee of the Town that a cross-connection does exist in or any premises, the Town water service shall be immediately terminated without notice to the owner or tenants. In addition, the owner of any premises in or upon which a cross-connection is determined to exist shall be subject to a penalty as set forth herein or as established from time to time by the Town Board.  
C      Any Town water service terminated as set forth in subsection 1-7B shall not be reinstated until:  
1)      The premises have been repaired to remove the cross-connection.  
2)      A new application for water service has been made to the Town and approved.  
3)      The premises have been inspected by a Town employee or agent.  
4)      All penalties due have been paid.  
5)      All costs incurred by the Town have been paid.

- 1-8 Backflow Prevention Program; Penalties  
The legal basis for the following program is Part 5-1.31 of the New York Sanitary Code.
- A The Town will protect the public water system by containing potential contamination within the premises of the customer in the following manners:
- 1) By requiring an approved air gap, reduced pressure zone device, double check valve assembly or equivalent protective device according to the degree of hazard posed by the service connection. The Town will determine the degree of hazard as being:
    - a) Hazardous, which will require as a minimum, an air gap or a reduced pressure zone.
    - b) Aesthetically objectionable, which will require as a minimum, a double check valve assembly.
    - c) Non-hazardous, which will require internal plumbing controls.
  - 2) By requiring the users of RPZ (Reduced Pressure Zone) connections to submit plans for the installation of protective devices to the Town.
  - 3) By assuring that all protective devices be tested annually. Records of such test shall be made available to the Town, as a matter of retained Town record. Such tests shall be conducted by certified backflow testers certified by the New York State Department of Health in accordance with Subdivision 5-1.31(a)(3) of Subpart 5-1.31 of the NY State Sanitary Code.
  - 4) By making announced inspections of any customer's facility.
- B All customers of the Town shall prevent cross-connection between the potable water piping system and any other system within the premises.
- C Water service will be terminated if:
- 1) The customer does not submit the required application for a new installation.
  - 2) After notice by the Town to an existing facility for the need for a backflow prevention device, an application is not received within ninety (90) days or installation is not complete within one hundred eighty (180) days.
  - 3) The customer fails to complete required annual testing that is scheduled in October by the Highway Superintendent.
  - 4) The test results indicate a device is not passing the required annual certification test.
  - 5) The customer refuses to allow scheduled inspection of premises by the Town.
- D Penalties  
A penalty fine, as set forth from time to time by the Town Board, will be levied if a backflow situation occurs.
- 1-9 Water Rates; Billings
- A Meters will be read quarterly.
- B The rate charged for water provided consumers in the Town water system shall be as from time to time established by resolution of the Town Board for the various classifications of consumers. [The current rates are on file in the offices of the Town Clerk]
- C A penalty of ten percent (10%) will be imposed on all unpaid water and services bills after 30 days following the payment due date shown on the monthly billing.
- 1-10 Payments; Penalties for Delinquencies  
If a water bill is not paid within 10 days of due date shown on the water bill, a shut off notice will be forwarded by mail. If a shut off notice is sent a \$5.00 administrative fee will be added to the water Account. If the unpaid water bill is not paid within 10 days after such notice, commencing with the day of mailing said notice, the water supply to the premises may be shut off by the Town. Whenever a water supply is shut off for nonpayment of a water bill, an additional charge for services, as is established from time to time by the Town Board and payable in advance of reinstatement of water service, shall be imposed before water service to the consumer can be restored.

- 1-11     **Restoration Of Service**  
If water service has been terminated with respect to any property or premises, be it residential or commercial, and water charges are delinquent with respect to the particular property, whether said delinquent charges are the responsibility of the owner or a non-owner consumer, the water service will not be reinstated to that property until all delinquent charges have been paid in full using certified funds (i.e.:cash, money order or certified check).
- 1-12     **Unauthorized And Illegal Hookups**  
It is a violation of the Town rules and regulations to hook up to a water line without prior written approval. Any unauthorized hookup shall be immediately terminated and a five hundred dollar (\$500.00) penalty shall be assessed toward the benefited person. Water service will not be restored until approved by the Town Board.
- 1-13     **Unpaid Bills and Levied Against Property**  
In all cases where water charges remain due and unpaid at the time the annual tax roll of the Town is made out, the same shall be included therein and levied against the real property on which the water system and water shall have or may have been used along with a \$100 fee(see section 1-26, Benefit Charges) and shall be collected with and in.
- 1-14     **Notice of Right To Dispute Billing**  
Any consumer making complaints as to the correctness of water bills and claiming to be wrongly charged may, by applying at the office of the Water Department within ten (10) days after the billing date, have the meter examined and the meter data reread to verify records. The clerk is hereby authorized to correct any charges so shown incorrect, after adequate verification and explanation by the Clerk's and the Town's own investigation as to that error being found is due to a fault in the meter, incorrect reading of the meter data, or other plausible explanation such as clerical error, but the Clerk shall have no authority to reduce water charges for any other reasons, whatsoever. Dispute of water charges based on any other reasons require that the customer appeal to the Town Board for it's consideration of the situation(s). Water billings for which no disputes have been entered within the ten (10) days after the billing date must be paid as rendered.
- 1-15     **Appeals**  
If, after the procedures outlined above in section 1-14, Notice of Right to Dispute Billing, are completed, the consumer is not satisfied with the determination of the Town official(s), the consumer may, within five (5) days of the completion of the rereading and other inspection and testing procedures set forth above, serve a demand, in writing, for a hearing before the Carlton Town Board.  
The complainant shall have the right to representation and to present any statement, evidence or documents supporting his or her said claim, and the Town of Carlton, by its authorized representative, shall have similar right and obligations. Upon hearing the evidence and reviewing the matter, the Town Board shall approve, disapprove or modify the bill or debt and adjudicate the complaint based upon the merits, and the Town Board shall advise the party within ten (10) days of the hearing, with a written decision.

- 1-16    Broken Seals  
If a seal on a valve, meter or other fitting is broken, it shall be presumptive evidence that water consumption has not been properly registered on the meter. The property owner bears all responsibility for a broken seal, no matter the cause. If a seal is broken, it shall be resealed by the Town, and the property owner shall be charged a fee for resealing. Other applicable charges and/or penalties may also be levied as prescribed in these water rules and regulations.
- 1-17    Leaks In Service Pipes, Hydrants And Other Apparatus  
When leaks occur in the service pipes at any point beyond the curb stop they must be repaired by the owner of the premises or by his or her duly authorized agent and at the owner's expense. If such leaks are not repaired by such person within 24 hours after notification of leaks by the Town, water service to such premises shall be shut off by the Town until the leaks are repaired.
- 1-18    Use Of Hydrants-  
used by any person or persons other than authorized Town personnel, excepting for approved and metered irrigation and for the purpose of extinguishing of fires by the fire department, for periodic testing of the fire protection system(s) by the fire department, filling of fire department tanker trucks and/or training drills by an authorized fire company or department.
- B        However, hydrants may be allowed to be used to provide water for filling swimming pools that are located only in the Town of Carlton, and only pursuant to approved procedures. The Town Board shall establish and annually review the procedures and rules to be followed that allow for water from hydrants to be used to fill swimming pools. The only authorized agent to take water from hydrants to fill swimming pools is the Town of Carlton Fire Company. A valid and signed receipt for water received at the site of a swimming pool is required and this receipt shall be used to establish the dollar amount to be charged by the Town and requiring payment from the recipient shall be used to establish the dollar amount to be charged by the Town and requiring payment from the recipient of the water for the swimming pool. The approved receipt is exhibit "A" for section 1-18, Use of Hydrants. The fire department representative is responsible for transferring this receipt to the Water Department Clerk's office.
- C        Appropriate fire officials shall notify the Town immediately after any use of hydrant for any purpose so as to enable the Town to inspect the hydrant and verify that the hydrant has been returned to its proper idle, and may be ready to function, state.
- D        Irrigation will be allowed only if a certified meter and proper backflow prevention is used, at the expense of the water purchaser, and this is to be with the approval of the Water Superintendent or authorized Town employee.
- E        Authorized penalties:  
A penalty as set forth from time to time by the Town Board will be levied if hydrant misuse occurs.
- F        Repair of Hydrants:  
All fire hydrants within the Town shall be inspected by the Carlton Water Department on an annual basis. When notice of a defective hydrant is given to the Town, a Water Department representative will inspect the said hydrant within 24 hours and make necessary repairs within 72 hours or a reasonable time thereafter, depending on weather and necessary parts. A record of such defective hydrant notice, record of Water Department inspection, and record of corrective measures required as applicable, shall be filed in the office of the Town Clerk. The Town Water Department will also notify the Carlton Fire Company immediately upon knowledge of the defect and immediately upon completion of the repair to the hydrant.

- 1-19     **Private Fire Connections**  
All connections for private fire protection will be sealed by the authorized Town of Carlton representative. Seals must not be broken except in the case of fire and when a seal is broken the incident shall at once be reported to the Town office. Any seals found broken and not reported will subject the owner of said premises to a fine in an amount from time to time established by the Town Board, for each offense.
- 1-20     **Bypassing Prohibited; Public Hydrants**  
No addition to or alteration in any public or private pipe, conduit or other fixture between the public water main and the individual water meter shall be made by any person, nor shall the water main be tapped or any portion of the water works system, including but not limited to, the public hydrants and water meters, be interfered with, without permission in writing, from the Town Water Superintendent or Town Deputy Water Superintendent, nor shall any person open or interfere with any public hydrant or tamper with, or otherwise in any way interfere with any water meter without the written permission of the Town Water Superintendent or Deputy Water Superintendent. Only in an emergency is written authority also extended to any of the following officials: Highway Superintendent, Deputy Highway Superintendent, Town Supervisor, Deputy Town Supervisor, Town Clerk, Town Water Clerk, Carlton Fire Company Chief, or an Assistant Carlton Fire Company Chief.
- 1-21     **Boilers**  
Steam boiler systems taking water from the waterworks will be required to have a water tank or tanks that will supply ample water to the boiler system for a minimum of ten (10) hours in the case that the water flow is shut off or interrupted for any reason or purpose. The Town shall not be responsible for any damages should such be sustained by violation of this rule. All houses and boilers shall be fitted with a suitable check valve to prevent accidents from collapse or damage in the case the water is suddenly drawn from the mains.
- 1-22     **Shut Off Water; Emergencies**  
The Town Board reserves the right to the Town Water Superintendent to shut off water, without notice, for alterations, extensions and repairs, and to stop and restrict the supply of water whenever it may be found necessary, and the Town shall not be liable for any circumstance that may be caused by deficiency or a failure in the supply of water, whether occasioned by shutting off water to make repairs or connections, or for any other avoidable or unavoidable cause. The Town will make sufficient and reasonable attempts to notify users affected by such shutoffs, prior to the shutoff. No notice shall be required in cases of real or possible emergency as determined by the Water Superintendent or his or her designee.
- 1-23     **Damage to Meters**  
The cost of any repair or replacement necessitated by damage which may have been sustained to a water meter resulting from carelessness of the owner, tenant or agent of the premises, or from neglect of either of them to properly secure and protect the same, as well as any damage that may result from allowing the said meter to become frozen or be damaged by hot water or steam, shall be added to the next water billing.

1-24 Penalties

Unless otherwise provided in this paragraph, any consumer and owner violating any of the provisions of this Water Rules and Regulations shall forfeit and pay to the Town a penalty or fine as set forth from time to time by the Town Board. Each day a violation continues shall constitute a separate violation and be assessed additional penalty or fine.

A	Cross Connection	\$500.00
B	Backflow Violation	\$ 25.00 meter pit required, unless the Water Superintendent approves that a meter pit is not a necessity
C	Frost Plate Replacement	\$ 75.00 each
D	Meter install/ removal	\$ 0
E	Broken Seal	\$100.00
F	Broken fire seal	\$100.00
G	Hydrant misuse	\$100.00 for 1 <sup>st</sup> offense, and probable other appropriate legal actions \$250.00 for 2 <sup>nd</sup> offense and other appropriate legal actions \$500.00 for 3 <sup>rd</sup> offense and other appropriate legal actions
H	Meter misuse	\$200.00

1-25 Rights Reserved By The Carlton Town Board

- A To make such changes in the Water Rules and Regulations as it may deem to be in the best interests of the District.
- B To enter into contracts with other water districts for a supply of water, either into or out of the District, to or from such districts, corporations or individuals, under such terms and conditions as shall properly protect the interests of the District.

1-26 Benefit Charges

A benefited Developed Property shall be any property to which a service connection has been provided by the Water District from the water main to said property line or is a habitable structure intended for human occupancy facing and abutting a water main of the Water District.

A benefited Undeveloped Property shall have the right, in accordance with the applicable sections of Town Law, to set Benefit Charges equitably against all benefited properties as defined hereinafter, whether or not the properties so defined elect to use the water thus made available.

Said charges shall be for the purpose of meeting the annual expenses, wholly or in part, of any or all Capital Improvement Expenses, Bonds and/or other Debt and also for construction, maintenance, operation or planning deemed to be in the best interests of the Water District.



ADDENDUM-A  
POLICY FOR SEASONAL WATER SERVICE

- 1) Property owners must contact the Carlton Water Dept. for meter removal and installation. Only authorized Town of Carlton personnel shall remove or install any water meter.
- 2) The Town of Carlton Water Dept. requires a 24-hour advance notice for all service requests.
- 3) The District requires a minimum service bill of \$18.00 per quarter for a premises with a water main line tap, whether or not the water meter is installed, or the water meter has been removed and stored at the Town building, and whether or not water has actually passed through the meter and has been recorded as used. (Also see 1-26, Benefit Charges)

ADDENDUM-B  
WATER INSTALLATION CHARGES

CHANGE PRICES

Tapping the water main and installing a tap	\$508.00 plus cost of tap hardware
Install a meter pit (using existing meter)	Market Price
Water Meter	\$210.00

All taps, meters and meter pits will be standard 1" diameter piping. Larger meters and pits will be at market price.

All materials and installed equipment costs are subject to revision at any time based on the supply pricing of the market.

CARLTON WATER ASSESSMENT DEFINITIONS

- WD#1 Developed parcels with access to public water.- \$200.00  
WD#2 Undeveloped parcels with access to public water. \$75.00  
WD#3 All other residual parcels in Town. \$5.00

WATER RATES per QUARTER for CALENDAR YEAR 2012

- 0-3,000 gals. -\$18.00  
Over 3,000 gals. -\$ 4.00 per thousand gallons  
Bulk rate -\$ 3.90 per thousand gallons (for irrigation only)

This Document and all charges made effective on March 13, 2018  
(date)