



## EAST NORTHFIELD WATER COMPANY

August 12, 2024

Dear Customer,

Thank you to all the customers that have called over the past year to let us know there was an issue either with water service to your property or you noticed water bubbling or surfacing outside your home. These notifications are appreciated.

As in past summers, I am writing today regarding MassDEP's water conservation requirements that include leak detection, and once again request your assistance with addressing lost water issues.

If any of the following conditions appear at your home, please call 413-498-3159 and leave a message and your call will be returned as soon as possible.

- loss of water pressure
- discolored water
- water bubbling and puddling at or near your home
- new and unusually soggy grass areas near your home

Collaborative efforts greatly help with water conservation.

As provided annually, enclosed is ENWC's current Rules and Regulations as approved by Massachusetts DPU. Please do not hesitate to call us with questions.

ENWC flushed its hydrants in early June, and we are planning on flushing our hydrants again this fall. When that is scheduled, a notice will be posted in The Recorder and on the Town's website. Hydrant flushing may cause some discoloration of water. If that occurs, please run the cold water in all of your faucets for approximately 5 minutes and make sure that the water is clear before washing clothes. Again, please call us at 413-498-3159 with any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "Donald G. Glascoff, Jr." The signature is written in a cursive, flowing style.

Donald G. Glascoff, Jr  
President

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

EAST NORTHFIELD WATER COMPANY

**M.D.P.U. NO. 15**

RATES, RULES AND REGULATIONS

Canceling:

EAST NORTHFIELD WATER COMPANY

RATES, RULES AND REGULATIONS

**M.D.P.U. NO. 14**

Phase 2 filing made in compliance  
with D.P.U. Order 19-57 dated March 31, 2020

RATES FOR METERED SERVICE

Filed Pursuant to Order Dated March 31, 2020 in Docket D.P.U. 19-57  
Effective April 1, 2021 for service rendered on and after April 1, 2021

AVAILABILITY

These rates are available to all customers located on the mains of the Company, subject to the RULES AND REGULATIONS of the COMPANY and applied based on customer classifications.

"Year-round customers" are defined herein as customers receiving water service for more than six months per year. "Seasonal-Ridge Customers" are those seasonal customers that are served by one of three Ridge area water meters. "Seasonal (Non-Ridge) Customers" are all customers receiving water service for six months or less per year that are not Seasonal Ridge customers.

The Company will bill Year-round customers Quarterly for the three-months ending January, April, July and October.

A. VOLUMETRIC RATES

Volumetric rates apply to all metered consumption and are in addition to the Customer Charge.

<u>Customer Classification</u>	<u>Rates Per 100 Cubic Feet</u>	<u>Rates Per 1000 Gallon</u>
1. All Year-round Customers	\$ 10.32	\$ 13.79
2. Seasonal Ridge Customers	\$ 11.86	\$ 15.85

The unit dictating a customer's rate (i.e., hundred cubic feet or thousand gallons) is based on the customer's metering functionality. Both rates are otherwise equal.

B. CUSTOMER CHARGES

Quarterly Customer Charges apply to all year-round customers based on meter size. Annual Customer Charges apply to all seasonal customers based on meter size (except as provided hereinafter for Ridge Area Customers).

<u>Size of Meter (Inches)</u>	<u>Quarterly Customer Charge</u>	<u>Annual Customer Charge</u>
5/8	\$ 80.04	\$ 320.16

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1	196.69	786.76
1-1/2	379.66	1,518.64
2	631.25	2,525.00
3	1,146.32	4,585.28

C. FIRE CHARGES

All private fire hydrants shall be assessed a quarterly charge per hydrant, to be billed for the three-months ending January, April, July and October, as follows:

\$506.33 per private fire hydrant

D. RIDGE AREA CUSTOMERS

Charges for each customer served through the "Ridge" area master meters will be billed annually in November. The charges will be calculated as follows:

(a) A volumetric charge based on the total consumption as measured through the master meters, divided by the number of Ridge area customers; plus,

(b) A per Customer Charge of \$320.16

MISCELLANEOUS CHARGES

The Company will charge an Inspection Fee of \$75 for every connection and disconnection of service provided by a third party. Connections and Disconnections will not be performed by Company personnel.

RULES AND REGULATIONS

1. All applications for water should be made on forms furnished by the East Northfield Water Company, signed by the owner of the premises or his agent, and must state the purpose for which the water will be used. The Water Company reserves the right to decline any application for service.
2. The Company will in all cases tap the street mains, furnish and install the corporation cock, but the owner of the premises shall pay for all excavations for the pipe, fixtures and installations necessary to make the connections to the buildings including a street shut-off at the curb line and a meter valve immediately inside the cellar or basement line.
3. The owner of the premises shall be responsible for all repairs, including the thawing of frozen pipes, from the street shut-off to the dwelling. The Company shall be responsible for all repairs to water mains and connections as necessary between the main and the street shut-off (curb-stop) for the individual connection.
4. All persons using water must furnish all interior pipes, connections and fixtures; and must keep them in good repair and protected from frost at their own expense. The Company will not be responsible for any damage resulting from the customer's failure to do so.
5. The Company will provide, set and keep in repair all meters. Meters which are damaged by freezing or by the neglect or carelessness of the Customer will be repaired or replaced at the expense of the customer. Meters will remain the property of the Company. The Customer will provide access for reading and inspection.
6. An agent of the Company shall have free access to all premises supplied with water, at any reasonable time, to examine the pipes and fixtures, and to ascertain the quantity of water used and the manner of its use, and all pipes and fixtures shall be subject to rejection by the Company if considered unsuitable for the purpose.
7. The Chief Engineer of the Fire Department, the Fire Wardens, or agents of the Company shall in all cases have control of the hydrants for practice and at fires. No other person or persons shall in any case be allowed to open any hydrant except by a written permit from the Company. A \$500.00 fine will be imposed for unauthorized operation of any hydrant.
8. The Company reserves the right to shut off the water for the purpose of making extensions, alterations, or repairs, and to restrict the use of water if necessary. Whenever possible, a notice will be issued to Customers when the water is to be shut off. If water ceases to flow for this or any

other reason the Company will not assume any responsibility for any incidental damage, nor will any portion of the Customer's water bill be refunded for any stoppage of supply.

9. The Company requires an approved backflow prevention device on any new service line for the protection of the water supply. The owner is responsible for applying for and obtaining all necessary approvals and permits for a backflow prevention device.

10. The owner shall be responsible for the elimination of protection of all cross-connections on their premises.

11. The Company will issue a notice of non-compliance in writing to the owner of any premises where a cross-connection to the public water supply exists causing an actual or potential threat to public health. If the owner fails to install the required device or devices within the time frame determined by the Company, the Company will disconnect water service until such device or devices have been properly installed.

12. All bills are to be paid within thirty days from the date of the bill.

13. With certain exceptions listed below, in cases of nonpayment of bills for forty-five days after the same are due, the water may be shut off until the amount due has been paid. The exemptions to the above are:

(a) If everyone in the residence is over 65, the Company will not shut off the water before receiving permission from the Department of Public Utilities;

(b) If someone in the residence is seriously ill, the Company will not shut off the water if notified by telephone and a letter of explanation from a physician is received within seven (7) days of the phone call; and

(c) If the user is a tenant, the user will be given an additional 30 days notice during which period the user may pay the bill.

14. In case of any leakage in the mains or any interruption in the service, the Company should be notified.

15. The cost and procedure for extending water service to a customer or customers is arranged by a contract with East Northfield Water Company.

16. These Rules and Regulations shall be considered a part of the contract between the customer and the East Northfield Water Company.