

**City of Bristol, Connecticut**

**City Charter, City Ordinances  
and Rules and Regulations**



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THE BRISTOL WATER DEPARTMENT WAS PURCHASED BY THE CITY OF BRISTOL FROM A PRIVATE CORPORATION IN THE YEAR 1913. IT IS OPERATED BY A BOARD OF WATER COMMISSIONERS CONSISTING OF FIVE MEMBERS APPOINTED BY THE MAYOR AND CONFIRMED BY THE CITY COUNCIL FOR OVERLAPPING TERMS OF THREE YEARS. THE BOARD COLLECTIVELY OVERSEES THE OPERATION OF THE DEPARTMENT, WHICH IS MANAGED BY A SUPERINTENDENT.

THE PURPOSE OF THIS BOOKLET IS TO INFORM THE GENERAL PUBLIC AS TO THE CONDITIONS UNDER WHICH THEY WILL BE SUPPLIED WITH WATER.

BRISTOL WATER DEPARTMENT  
119 RIVERSIDE AVENUE  
BRISTOL, CONNECTICUT 06010  
OFFICE TELEPHONE (860) 582-7431  
EMERGENCY TELEPHONE (860) 583-6504  
OFFICE HOURS  
8:30 AM TO 5:00 PM  
MONDAY THROUGH FRIDAY  
DRIVE-IN WINDOW HOURS  
8:30 AM TO 4:30 PM  
MONDAY THROUGH FRIDAY  
[www.bristolwaterdept.org](http://www.bristolwaterdept.org)



**CITY OF BRISTOL  
CITY CHARTER**

**SEC. 48 WATER DEPARTMENT**

- (a) THE CITY OF BRISTOL IS AUTHORIZED TO CONSTRUCT, ESTABLISH AND MAINTAIN A PLANT OR PLANTS FOR THE PURPOSE OF SUPPLYING THE INHABITANTS OF SAID CITY WITH PURE WATER, AND TO LAY, MAINTAIN AND REPAIR PIPES AND CONDUITS IN ANY HIGHWAY OR HIGHWAYS AND PUBLIC AND PRIVATE PLACES AND GROUNDS, WHICH PLANT MAY INCLUDE SUITABLE LANDS, CONSTRUCTION, EASEMENTS, PRIVILEGES, TOOLS, MACHINERY, PIPES AND CONDUITS AND ALL OTHER APPARATUS AND APPLIANCES THAT MAY BE INCIDENT TO THE PURPOSES OF THIS SECTION; AND SAID CITY IS GIVEN POWER TO CONSTRUCT, REPAIR AND MAINTAIN SUCH RESERVOIR OR RESERVOIRS, PLANT AND APPARATUS WITHIN THE TOWNS OF HARWINTON, PLYMOUTH AND BRISTOL AS MAY BE INCIDENT TO SAID PURPOSES, AND MAY TAKE, LEASE AND USE THE WATER OF ANY SPRING, STREAM, WATERSHED OR DRAINAGE AREA THEREIN, NOT ALREADY OCCUPIED AND USED FOR THE PURPOSE OF PUBLIC WATER SUPPLY, PROVIDED SAID CITY OF BRISTOL SHALL NOT TAKE OR OCCUPY ANY PROPERTY OR EXERCISE ANY RIGHTS IN THE TOWN OF PLYMOUTH NOT OCCUPIED OR EXERCISED BY SAID CITY AT THE TIME OF THE PASSAGE OF THIS CHARTER EXCEPT AS OTHERWISE PROVIDED IN THIS SECTION, AND SAID CITY MAY CONSTRUCT, REPAIR AND MAINTAIN SUCH CANALS AND AQUEDUCTS AND OVERFLOW SUCH LANDS AS MAY BE INCIDENT TO THE RETENTION AND CONVEYANCE OF WATER TO SUPPLY SAID CITY, AND IS GIVEN POWER TO RETAIN, MAINTAIN, LEASE AND CONVEY THE SAME, AND ALSO TAKE, LEASE AND HOLD BY PURCHASE OR GIFT ANY REAL ESTATE, PERSONAL PROPERTY OR EASEMENTS INCIDENT TO THE PURPOSE OF THIS SECTION, AND TO PROVIDE FOR STORING, CONDUCTING AND DISTRIBUTING WATER, AND FOR ALL BUILDINGS AND CONSTRUCTION INCIDENT TO THE SUPPLYING OF SAID CITY OF BRISTOL AND THE INHABITANTS THEREOF WITH PURE WATER, AND FOR PRESERVING SUCH LANDS AND WATERS, FOR THE USE OF SAID PLANT, FREE FROM CONTAMINATION, NUISANCES, DRAINS AND SEWERS.
- (b) THE CITY OF BRISTOL, FOR THE PURPOSE OF INCREASING ITS WATER SUPPLY, IS AUTHORIZED TO ACQUIRE AND TAKE, BY PURCHASE OR OTHERWISE, AND HOLD, THE WATERS, OR SO MUCH THEREOF AS MAY IN THE OPINION OF THE BOARD OF WATER COMMISSIONERS OF SAID CITY,

BE NECESSARY, OF OLD MARSH POND AND OF THE FIRST STREAM ENTERING POLAND STREAM FROM THE WEST BELOW THE DAM OF RESERVOIR NUMBER 3 OF SAID CITY OF BRISTOL AND CROSSING POLAND ROAD, SO CALLED, ABOUT SEVENTEEN HUNDRED FEET SOUTH OF THE BRIDGE ACROSS POLAND STREAM NEAR THE DAM BELOW RESERVOIR NUMBER 3, AND OF ANY OR ALL OF THEIR TRIBUTARIES IN WHATEVER TOWN LOCATED, TOGETHER WITH THE WATER RIGHTS CONNECTED THEREWITH; AND, FOR THE PURPOSE OF HOLDING, STORING, PURIFYING OR CONVEYING WATERS TO SUCH POINTS AS MAY SEEM NECESSARY OR ADVISABLE IN CONNECTION WITH ITS SAID SYSTEM OF WATER SUPPLY, OR FOR PRESERVING SUCH LAND AND WATERS FOR THE USE OF SAID SYSTEM FREE FROM CONTAMINATION, NUISANCES, DRAINS AND SEWERS, MAY IN LIKE MANNER, ACQUIRE AND TAKE ANY OR ALL LANDS, RIGHTS OF WAY, EASEMENTS AND OTHER PROPERTY WITHIN THE LIMITS OF THE TOWNS OF BRISTOL, BURLINGTON AND PLYMOUTH, WHICH MAY, IN THE OPINION OF SAID BOARD, BE NECESSARY, AND MAY ENTER UPON SUCH LANDS FOR THE PURPOSE OF MAKING PRELIMINARY SURVEYS, AND MAY ERECT ON ANY LANDS SO ACQUIRED AND TAKEN, PROPER DAMS, RESERVOIRS, FIXTURES, STRUCTURES AND OTHER APPLIANCES, AND MAKE SUCH OPINION OF SAID BOARD BE NECESSARY OR ADVISABLE FOR THE HOLDING AND CONVEYING OF SUCH WATERS TO AND INTO ITS SYSTEM OF WATER SUPPLY, AND MAY CONSTRUCT AND LAY SUCH CONDUITS, CANALS, PIPES OR OTHER WORKS UNDER, THROUGH OR OVER ANY LANDS, WATER COURSES, RAILROADS AND PUBLIC AND PRIVATE WAYS WHICH MAY, IN THE OPINION OF SAID BOARD, BE NECESSARY AND CONVENIENT FOR THE USE OF SAID CITY; AND, FOR THE PURPOSE OF CARRYING OUT THE PROVISIONS AND OBJECTS OF THIS CHARTER, MAY DIG UP SUCH LAND AND RIGHTS OF WAY AND MAY ENTER UPON AND DIG UP ANY SUCH PUBLIC WAYS IN SUCH MANNER AS TO CAUSE THE LEAST HINDRANCE TO PUBLIC TRAVEL, AND SHALL HOLD THE TOWN IN WHICH SUCH WAYS ARE LOCATED HARMLESS FROM ALL LIABILITIES TO PARTIES CLAIMING DAMAGES RESULTING FROM THE ACTS OF SAID CITY; PROVIDED NOTHING IN THIS CHARTER SHALL GRANT TO THE CITY OF BRISTOL ANY RIGHT TO TAKE WATER FROM ANY SOURCE WITHIN THE TOWN OF BURLINGTON OUTSIDE OF THE LIMITS OF THE WATERSHEDS OF OLD MARSH POND AND OF POLAND RIVER.

- (c) SAID CITY SHALL PAY REASONABLE DAMAGES TO ANY PERSON OR CORPORATION WHOSE LAND IS TAKEN, PERMANENTLY OR TEMPORARILY, IN ORDER TO ESTABLISH OR MAINTAIN THE CITY'S WATER SUPPLY SYSTEM. ANY PERSON OR CORPORATION ENTITLED TO DAMAGES UNDER THIS SECTION WHO SHALL FAIL TO AGREE WITH THE CITY AS TO THE AMOUNT OF DAMAGES MAY HAVE THE DAMAGES ASSESSED AND DETERMINED IN THE MANNER PROVIDED IN THIS SECTION. IT BEING THE INTENTION OF THIS SECTION TO COMPENSATE THE OWNER OR CORPORATION SOLELY FOR THE PROPERTY TAKEN,

PERMANENTLY OR TEMPORARILY, E.G. BY EASEMENT, AND FOR NO OTHER REASON OR DAMAGE.

- (d) SAID CITY IS ALSO EMPOWERED TO MAKE USE OF THE GROUND OR SOIL UNDER ANY ROAD, RAILWAY, RAILROAD, HIGHWAY, STREET, PRIVATE WAY, LAND OR ALLEY FOR THE PURPOSE OF CONSTRUCTING ITS WATERWORKS OR LAYING IT'S PIPES, CONDUITS AND APPARATUS, BUT SHALL IN ALL CASES, CAUSE THE SURFACE OF SUCH ROAD, RAILWAY, RAILROAD, HIGHWAY STREET, PRIVATE WAY, LAND OR ALLEY TO BE RESTORED TO ITS USUAL CONDITIONS, AND ALL DAMAGES DONE THERETO TO BE REPAIRED, AND ALL DAMAGES SUSTAINED BY ANY PERSON OR CORPORATION IN CONSEQUENCES OF THE INTERRUPTION OF TRAVEL THEREBY TO BE PAID TO SUCH PERSON OR CORPORATION.
- (e) SAID CITY OF BRISTOL, BY ITS BOARD OF WATER COMMISSIONERS HEREINAFTER PROVIDE FOR, IS AUTHORIZED TO ENTER UPON ANY LAND OR WATER FOR THE PURPOSE OF MAKING SURVEYS, AND TO AGREE WITH THE OWNER OR OWNERS OF ANY PROPERTY OR FRANCHISES WHICH MAY BE TAKEN, PERMANENTLY OR TEMPORARILY, IN THE EXERCISE OF THE POWERS GRANTED IN THIS SECTION AS TO THE AMOUNT OF DAMAGES TO BE PAID TO SUCH OWNER OR OWNERS FOR THE SAME, AND, IN CASE OF DISAGREEMENT BETWEEN SAID CITY, ACTING THROUGH ITS SAID COMMISSIONERS, AND ANY OWNER OR OWNERS AS TO THE AMOUNT OF SAID DAMAGES TO BE AWARDED FOR SUCH TAKING IN ORDER TO ESTABLISH OR MAINTAIN THE CITY'S WATER SUPPLY SYSTEM, OR IN CASE ANY SUCH OWNER SHALL BE AN INFANT OR INCOMPETENT OR THE OWNER OF A CONTINGENT OR UNCERTAIN INTEREST, ANY JUDGE OF THE SUPERIOR COURT MAY, ON THE APPLICATION OF EITHER PARTY, UNLESS THE APPLICATION HAS BEEN UNREASONABLY DELAYED, CAUSE SUCH NOTICE TO BE GIVEN OF SUCH APPLICATION AS SUCH JUDGE SHALL PRESCRIBE AND, AFTER PROOF OF SUCH NOTICE AND AFTER HEARING MAY APPOINT THREE DISINTERESTED PERSONS TO EXAMINE ANY SUCH PROPERTY WHICH IS TO BE TAKEN BY SAID CITY IN THE ESTABLISHMENT AND/OR MAINTENANCE OF ITS WATER SUPPLY SYSTEM, AND SUCH PERSONS, BEING DULY SWORN TO A FAITHFUL DISCHARGE OF THEIR DUTY, SHALL, AFTER REASONABLE NOTICE TO, AND HEARING OF THE PARTIES, ESTIMATE THE DAMAGES WHICH SUCH OWNER SHALL RECEIVE, AND REPORT THE SAME IN WRITING TO THE CLERK OF THE SUPERIOR COURT OF HARTFORD COUNTY, TO BE BY HIM RECORDED. SUCH JUDGE MAY THEREUPON CONFIRM THE DOING OF SUCH APPRAISERS AND DIRECT SAID CITY TO PAY THE SUM APPRAISED, IN SUCH MANNER AS SUCH JUDGE MAY PRESCRIBE, IN FULL COMPENSATION FOR THE PROPERTY TAKEN BY THE CITY IN THE ESTABLISHMENT AND/OR MAINTENANCE OF ITS WATER SUPPLY SYSTEM; AND UPON COMPLIANCE WITH THE ORDER OF SUCH JUDGE, SAID CITY MAY PROCEED WITH THE CONSTRUCTION OF ITS



WORKS, WITHOUT ANY LIABILITY TO ANY FURTHER CLAIM FOR DAMAGES AND SHALL CONTROL, OWN AND HOLD EXCLUSIVELY, THE PROPERTY SO TAKEN, FOR THE PURPOSES SET FORTH IN THIS SECTION.

- (f) THE GENERAL SUPERVISION OF THE BRISTOL WATER DEPARTMENT SHALL BE ENTRUSTED, SUBJECT TO THE CHARTER AND ORDINANCES OF THE CITY OF BRISTOL. IN A COMMISSION TO BE KNOWN AS THE BOARD OF WATER COMMISSIONERS, CONSISTING OF FIVE CITIZEN ELECTORS OF SAID CITY AND APPOINTED AS HEREINAFTER PROVIDED. THE COMMISSIONERS NOW SERVING SHALL CONTINUE IN OFFICE FOR THE DURATION OF THEIR TERMS. APPOINTMENTS TO THE BOARD OF WATER COMMISSIONERS OF THE CITY OF BRISTOL, SHALL BE MADE DURING THE MONTH OF DECEMBER FOR A PERIOD OF THREE YEARS, AND SHALL BE EFFECTIVE AS OF THE DATE OF EXPIRATION OF THE TERM OF OFFICE SUCCEEDED TO, OR FROM THE DATE OF APPOINTMENT IF MADE SUBSEQUENT THERETO; BUT THE TERM OF OFFICE SHALL BE DEEMED TO BEGIN ON THE FIRST TUESDAY OF SAID MONTH. BEFORE ENTERING UPON THE DUTIES OF THE OFFICE EACH COMMISSIONER SHALL GIVE BOND TO THE CITY FOR THE FAITHFUL PERFORMANCE OF THE DUTIES OF SAID OFFICE, IN SAID SUM AND FORM, AS THE CITY COUNCIL SHALL DIRECT. EACH COMMISSIONER SHALL SERVE WITHOUT COMPENSATION.
- (g) THE SUPERINTENDENT OF THE WATER DEPARTMENT SHALL BE NOMINATED BY THE MAYOR AND APPOINTED BY THE CITY COUNCIL FOR A TERM OF FOUR YEARS. THE MAYOR SHALL NOTIFY SUCH SUPERINTENDENT OF THE WATER DEPARTMENT AT LEAST ONE MONTH PRIOR TO THE EXPIRATION OF HIS TERM IN WRITING THAT HE WILL OR WILL NOT BE RENOMINATED. NOTWITHSTANDING THE PROVISIONS OF THIS SECTION, THE FULL-TIME SUPERINTENDENT OF THE WATER DEPARTMENT IN OFFICE ON THE EFFECTIVE DATE OF THIS SECTION SHALL CONTINUE IN OFFICE UNTIL THE EXPIRATION OF HIS TERM. UNDER THE DIRECTION OF THE BOARD OF WATER COMMISSIONERS, THE SUPERINTENDENT SHALL ADMINISTER THE OPERATION, MANAGEMENT AND MAINTENANCE OF THE SYSTEM FOR THE DISTRIBUTION OF WATER. THE MAYOR AND/OR THE BOARD OF WATER COMMISSIONERS SHALL HAVE THE AUTHORITY AND DUTY TO FORMALLY REPRIMAND THE SUPERINTENDENT OF GENERAL OR ANY SPECIFIC ACTS OF MISMANAGEMENT OR VIOLATION OF THE PERSONNEL PROCEDURES OF THE CITY AND MAY REFER HIS/THEIR FINDINGS TO THE CITY COUNCIL FOR FURTHER DISCIPLINARY ACTION.
- (h) THE HIRING AND DISCHARGING OF ALL OTHER PERSONNEL OF THE WATER DEPARTMENT SHALL BE UNDER THE DIRECTION OF THE DIRECTOR OF PERSONNEL, IN ACCORDANCE WITH THE PROVISION OF SECTION FIFTY-FOUR OF THE CITY CHARTER.

- (i) SAID BOARD SHALL PRESENT MONTHLY REPORTS OF THE FINANCIAL STATUS AND DOINGS OF THE DEPARTMENT AS DIRECTED BY THE CITY COUNCIL IN A MANNER AS PRESCRIBED BY THE CITY COMPTROLLER, CONSISTENT WITH CITY GUIDELINES AND THE RULES AND REGULATIONS OF THE PUCA. THESE REPORTS SHALL BE AVAILABLE TO THE BOARD OF FINANCE AND THE CITY COUNCIL NO LATER THAN THE FIFTH WORKING DAY OF THE FOLLOWING MONTH. ANNUALLY, AS OF THE THIRTIETH DAY OF JUNE IN EACH YEAR, THE BOARD SHALL RENDER TO THE CITY COUNCIL AND THE BOARD OF FINANCE AN ANNUAL REPORT IN AS MUCH DETAIL AS REQUIRED BY THE MAYOR AND CITY COUNCIL, OF ITS DOINGS AND OTHER BUSINESS AND FINANCE OF SAID WATER PLANT, AND SHALL AT ANY TIME WHEN REQUIRED BY THE CITY COUNCIL, THE MAYOR OR THE BOARD OF FINANCE, MAKE TO THE CITY COUNCIL AND SAID BOARD OF FINANCE A STATEMENT OF ITS DOINGS AND OTHER BUSINESS, RECEIPTS, DISBURSEMENTS, BALANCES AND INDEBTEDNESS OF THE WATER DEPARTMENT.

ALL FUNDS COLLECTED BY THE WATER DEPARTMENT FOR THE SALE OF WATER OR SERVICES OR RESULTING FROM THE SALE OF PROPERTY OR EQUIPMENT AND OF ANY INTEREST THEREON SHALL BE RESERVED FOR THE USE OF THE WATER DEPARTMENT IN ITS NORMAL OPERATIONS AND SHALL NOT BECOME A PART OF THE GENERAL FUND OF THE CITY OF BRISTOL.

THE PROCEDURES FOR NEGOTIATION AND AWARDED OF ALL CONTRACTS, THE PURCHASE OF SUPPLIES AND THE DISPOSAL OF MATERIALS OR SUPPLIES DECLARED TO BE SURPLUS SHALL BE ENTRUSTED TO THE BOARD OF WATER COMMISSIONERS AND EXERCISED IN ACCORDANCE WITH THE PURCHASING MANUAL OF THE CITY OF BRISTOL AND IN COORDINATION WITH THE STAFF FACILITY AND ASSISTANCE OF THE CITY COMPTROLLER AND CITY PURCHASING DEPARTMENT.

THE DUTY OF KEEPING OF ACCOUNTS, CUSTODY OF MONEY RECEIVED FOR WATER OR OTHERWISE, THE COLLECTION OF BILLS AND THE PAYMENT OF BILLS INCURRED IN THE OPERATION OF SAID WATER DEPARTMENT, SHALL BE ENTRUSTED TO THE BOARD OF WATER COMMISSIONERS AND SHALL BE EXECUTED WITH THE ASSISTANCE AND IN COORDINATION WITH THE CITY COMPTROLLER.

- (j) ALL THE RIGHTS GRANTED TO SAID CITY RELATING TO THE ESTABLISHMENT AND MAINTENANCE OF THE WATER DEPARTMENT, THE EXERCISE OF WHICH IS NOT OTHERWISE SUFFICIENTLY PROVIDED FOR HEREIN OR UNDER EXISTING LAWS, SHALL BE EXERCISED BY THE BOARD OF WATER COMMISSIONERS OR THEIR SUCCESSORS IN AUTHORITY ACTING IN BEHALF OF SAID CITY.

- (k) THE BOOKS AND ACCOUNTS PERTAINING TO THE BUSINESS AUTHORIZED BY THE PRECEDING SECTION SHALL BE KEPT IN THE FORM PRESCRIBED BY THE BOARD OF WATER COMMISSIONERS CONSISTENT WITH THE RULES AND REGULATIONS OF THE CONNECTICUT PUBLIC UTILITIES CONTROL AUTHORITY. THE ACCOUNTS SHALL BE CLOSED ON THE LAST DAY OF JUNE IN EACH YEAR, AND A REPORT FROM SAID COMMISSIONERS, SHOWING THE RECEIPTS AND DISBURSEMENTS OF SAID WATER PLANT UP TO AND INCLUDING THE LAST DAY OF JUNE IN EACH YEAR, SHALL BE INCLUDED IN THEIR REPORT TO THE CITY COUNCIL HEREINBEFORE PROVIDED TO BE MADE IN JULY OF EACH YEAR. SUCH REPORT SHALL ALSO INCLUDE A LIST OF THE SALARIED OFFICERS EMPLOYED IN SAID BUSINESS AND THE AMOUNT OF SALARY PAID TO EACH, AND SHALL BE ACCOMPANIED BY A STATEMENT, SIGNED AND SWORN TO BY THE CLERK AND SUPERINTENDENT OF SAID DEPARTMENT OF THE INCOME AND EXPENSES OF SAID BUSINESS AND ALL THE INDEBTEDNESS OF THE CITY PROPERLY CHARGEABLE TO SAID WATER PLANT. IN FEBRUARY OF EACH YEAR, THE BOARD OF WATER COMMISSIONERS SHALL PRESENT A DETAILED BUDGET, IN ACCORDANCE WITH THE CITY'S BUDGET REQUIREMENTS, TO THE BOARD OF FINANCE TO BE DISCUSSED AT A PUBLIC BUDGET HEARING. THE BOARD OF FINANCE MAY MAKE RECOMMENDATIONS FOR CHANGES BUT MAY NOT ACTUALLY CHANGE ANY BUDGETARY ITEMS. IF THE RECOMMENDATIONS OF THE BOARD OF FINANCE ARE NOT ACTED UPON BY THE BOARD OF WATER COMMISSIONERS, THE BOARD OF WATER COMMISSIONERS SHALL ENUMERATE THEIR REASONS FOR NOT DOING SO IN WRITING TO THE BOARD OF FINANCE NO LATER THAN THE REGULAR APRIL MEETING OF THE BOARD OF FINANCE.
- (l) EACH OCTOBER, THE BOARD WILL REVIEW THE LAST FISCAL YEAR'S INCOME AND EXPENDITURES, LONG AND SHORT TERM DEBT, PROPOSED ADDITIONS AND IMPROVEMENTS TO THE PLANT ALONG WITH ANY PERTINENT FACTORS. NO CHANGES IN RATES SHALL TAKE EFFECT UNTIL THE NEW RATES SHALL HAVE BEEN ADVERTISED AT LEAST ONCE, ONE MONTH PRIOR TO THE EFFECTIVE DATE OF ANY WATER RATE INCREASE IN SOME NEWSPAPER HAVING A CIRCULATION IN SAID CITY OF BRISTOL AND A PUBLIC HEARING WILL BE CALLED AND ALL FACTS AND FIGURES NECESSARY TO PROVE NEED FOR AN INCREASE WILL BE PRESENTED AT THIS HEARING. IF THE INCREASE IS APPROVED, IT WILL BE IMPLEMENTED ON JULY 1. IN DETERMINING THE PRICES TO BE FIXED FOR FURNISHING SUCH WATER, THE BOARD OF WATER COMMISSIONERS MAY TAKE INTO CONSIDERATION INTEREST ON THE AMOUNT INVESTED IN SUCH PLANT, THE DEPRECIATION THEREOF, AND THE REQUIREMENTS OF ANY SINKING FUND WHICH MAY BE ESTABLISHED TO MEET THE CITY BONDS ISSUED FOR WATER PURPOSES AS THEY MATURE; BUT THE WATER USED BY THE CITY FOR MUNICIPAL PURPOSE SHALL BE SUPPLIED TO IT AT A PRICE NOT EXCEEDING ITS COST.

- (m) THE BOARD OF WATER COMMISSIONERS SHALL ADOPT REGULATIONS:**
- (1) FOR THE USE AND PROTECTION OF THE WATER SYSTEM AND FACILITIES;**
  - (2) TO CONTROL THE USE OF ITS LAND, WATER PLANT AND FACILITIES;**
  - (3) TO PREVENT ACCIDENTS AND PROMOTE SAFETY AMONG ITS EMPLOYEES AND FOR THE USE OF SAID WATER PLANT;**
  - (4) FOR THE PLANTING, MANAGEMENT, SAFEGUARDING AND HARVESTING OF TREES ON WATER DEPARTMENT PROPERTIES;**
  - (5) RELATING TO THE OPERATION OF SAID WATER PLANT;**
  - (6) AS TO THE METHODS, AMOUNTS, PRICES, QUANTITY AND QUALITY OF WATER SUPPLIED TO INDIVIDUAL USERS;**
  - (7) LIMITATIONS ON WATER USAGE IN THE EVENT OF PERIODS OF DROUGHTS OR OTHER EMERGENCIES; AND**
  - (8) GOVERNING THE SUPPLYING OF WATER TO THE INHABITANTS OF SAID CITY AND ALL MATTERS CONNECTED THEREWITH, AND MAY PRESCRIBE IN SUCH RULES THAT THE SUPPLY OF WATER MAY BE SHUT OFF FROM ANY PREMISES UNTIL ARREARAGE FOR WATER SHALL BE PAID, AND MAY PROVIDE BY SUCH RULES, PENALTIES FOR DEFAULT IN PAYMENT OF WATER CHARGES, WHICH PENALTIES SHALL BE IN ADDITION TO THE WATER CHARGES AND SHALL BE COLLECTIBLE AS A PART THEREOF.**
- (n) THE CITY COUNCIL IS AUTHORIZED TO IMPOSE, BY MEANS OF SUITABLE ORDINANCE, FINES OR PENALTIES OR BOTH FOR THE VIOLATION OF ANY REGULATIONS ADOPTED BY THE BOARD OF WATER COMMISSIONERS, WHICH PENALTIES MAY BE COLLECTED BY SAID CITY IN A CIVIL ACTION BASED UPON SUCH ORDINANCE AND WHICH FINES SHALL BE ENFORCED BY CRIMINAL PROCESS IN THE SUPERIOR COURT OF THE STATE OF CONNECTICUT.**
- (o) WHEN A PETITION FOR THE EXTENSION OF A WATER MAIN OR MAINS, SIGNED BY THE OWNERS OF FIFTY PERCENT OF THE REAL ESTATE TO BE AFFECTED, OR BY A SMALLER NUMBER, AT THE OPTION OF THE COMMISSIONERS, SHALL BE FILED, WITH THE COMMISSIONERS, A HEARING ON THE PETITION SHALL BE HELD. NOTICE OF SUCH HEARING SHALL BE SENT BY REGISTERED MAIL TO ALL PERSONS LIABLE TO BE ASSESSED FOR SUCH EXTENSION AT LEAST FIVE DAYS BEFORE THE DATE OF THE HEARING. IF THE EXTENSION AS PETITIONED FOR, OR AS MODIFIED BY THE WATER COMMISSIONERS, SHALL BE ORDERED AND MADE, THE COST THEREOF SHALL BE ASSESSED AGAINST THE OWNERS OF THE REAL ESTATE BENEFITED, OR THE COMMISSIONERS SHALL MAKE A FRONT FOOT ASSESSMENT AS PROVIDED IN SECTION THIRTY-FIVE HEREOF, AND SUCH ASSESSMENT SHALL BE A LIEN UPON SUCH REAL ESTATE.**
- (p) REPEALED BY 1969, S.A. NO. 233**

- (q) ALL CHARGES FOR WATER, AND ASSESSMENTS FOR THE EXTENSION OF WATER MAINS AND FOR THE COST OF LAYING OR RELAYING SERVICE PIPES UPON PUBLIC OR PRIVATE PROPERTY, SHALL BE A LIEN UPON THE REAL ESTATE WHERE OR FOR THE BENEFIT OF WHICH SUCH CHARGES ARE INCURRED. EACH SUCH LIEN SHALL TAKE PRECEDENCE OVER ALL OTHER LIENS OR ENCUMBRANCES ON THE PROPERTY WHEREON THE SAME IS PLACED EXCEPT TAXES ON PRIOR IMPROVEMENT LIENS DUE TO THE CITY OR THE STATE AND LEGAL PROCEEDINGS MAY BE TAKEN FOR THE COLLECTION THEREOF BY CIVIL ACTION AGAINST SUCH DELINQUENT OWNER OF BY FORECLOSURE OF SUCH LIENS IN THE SAME MANNER AS A LIEN FOR UNPAID TAXES DUE THE CITY OF BRISTOL, PROVIDED SUCH LIEN FOR ANY SUCH WATER CHARGE OR ASSESSMENT SHALL NOT CONTINUE TO A LONGER PERIOD THAN ONE HUNDRED EIGHTY DAYS AFTER THE ASSESSMENT THEREFOR HAS BEEN VOTED ON THE DUE DATE OF THE BILL FOR THE WATER CHARGES INCURRED UNLESS A CERTIFICATE OF SUCH LIEN SHALL BE LODGED WITH THE TOWN CLERK FOR RECORD AND PROVIDE FURTHER THAT NO BILL INCURRED FOR WATER CHARGES SHALL BE LODGED WITH THE TOWN CLERK FOR RECORD EARLIER THAN ONE HUNDRED SIXTY (160) DAYS AFTER THE DUE DATE OF THE BILL FOR SAID CHARGES.
- (r) THE CITY COUNCIL MAY DESIGNATE THE WATER DEPARTMENT AS THE FACILITY TO BILL AND COLLECT FOR THE CITY OF BRISTOL THE SEWER USAGE FEE IN ACCORDANCE WITH THE CITY CODE OF ORDINANCES.

**CITY OF BRISTOL  
CITY ORDINANCES  
ARTICLE IV. WATER**

**SEC. 22-88. DEPARTMENT**

THE PLANT, PROPERTY AND FRANCHISES, UNDER THE JURISDICTION OF THE BOARD OF WATER COMMISSIONERS OF THE CITY, SHALL BE KNOWN AND DESIGNATED AS THE "BRISTOL WATER DEPARTMENT." (CODE 1960, SEC. 12-1)

CHARTER REFERENCE- WATER DEPARTMENT, SEC. 48.

CROSS REFERENCE- ADMINISTRATION GENERALLY, CH. 2.

**SEC. 22-89. INSPECTION OF APPARATUS, ETC.**

ALL APPARATUS AND PREMISES SUPPLIED WITH WATER MUST BE ACCESSIBLE AND OPEN AT ALL REASONABLE TIMES TO THE INSPECTION OF THE BOARD OF WATER COMMISSIONERS, OR ITS AGENTS. ALL WORK IN CONNECTION WITH THE WATER SERVICE SHALL BE DONE AS PRESCRIBED BY SUCH COMMISSIONERS AND THEY MAY REJECT ANY PIPES OR FIXTURES WHICH, IN THEIR OPINION, ARE UNSUITABLE FOR THE PURPOSE FOR WHICH THEY ARE INTENDED. (CODE 1960.SEC. 12-2)

**SEC. 22-90. PLUMBERS' REPORTS OF ALTERATIONS AND EXTENSIONS.**

IT SHALL BE THE DUTY OF EACH REGISTERED PLUMBER TO RETURN IN WRITING TO THE OFFICE OF THE CITY WATER DEPARTMENT, DURING THE FIRST WEEK IN EACH MONTH, A TRUE AND FULL STATEMENT OF ALL ALTERATIONS OF EXTENSIONS OF SERVICE PIPE OR FIXTURES MADE BY HIM DURING THE PRECEDING MONTH. HE SHALL GIVE THE LOCATION OF THE PREMISES, THE NAME OF THE OWNER, AND A COMPLETE LIST OF ALL FIXTURES BOTH NEW AND OLD. (CODE 1960, SEC. 12-3)

**SEC. 22-91. TRESPASS ON OR NEAR RESERVOIRS.**

NO PERSON SHALL FISH, SKATE, BOAT OR REMOVE ICE IN, UPON OR FROM THE RESERVOIRS OF THE CITY WATER DEPARTMENT, WITHOUT THE EXPRESS PERMISSION OF THE BOARD OF WATER COMMISSIONERS, NOR

**TRESPASS UPON THE PROPERTY OF THE WATER DEPARTMENT, OR COMMIT ANY NUISANCE WHICH WOULD POLLUTE OR DEFILE THE RESERVOIRS OF THE DEPARTMENT, OR THE STREAMS TRIBUTARY THERETO. (CODE 1960, SEC. 12-4)**

**SEC. 22-92. TAMPERING WITH HYDRANTS, ETC.**

**NO PERSON, EXCEPT MEMBERS OF THE FIRE DEPARTMENT WHEN IN THE PERFORMANCE OF THEIR DUTIES AS FIREMEN, SHALL OPEN OR CLOSE ANY PUBLIC HYDRANT OR ANY STOPCOCK, WATERGATE, BLOWOFF, OR AIR VENT BELONGING TO THE WATER DEPARTMENT, WITHOUT THE CONSENT OF THE BOARD OF WATER COMMISSIONERS, OR SHALL PLACE ANY BUILDING MATERIAL OR OTHER ARTICLES, OR RUBBISH, SO THAT THE SAME HINDERS OR OBSTRUCTS FREE ACCESS TO ANY SUCH HYDRANT, VALVE OR GATE. (CODE 1960, SEC. 12-5)**

**SEC. 22-93. CONNECTIONS TO SYSTEM.**

**NO PERSON SHALL, WITHOUT SPECIAL AUTHORITY FROM THE BOARD OF WATER COMMISSIONERS, TAP OR MAKE ANY CONNECTION WITH ANY STREET MAIN, OR SERVICE OR OTHER DISTRIBUTION PIPE, OR TAKE WATER FROM ANY PIPE OR SOURCE CONNECTED WITH OR A PART OF THE WATER DEPARTMENT. (CODE 1960, SEC. 12-6)**

**RULES AND REGULATIONS  
CITY OF BRISTOL WATER DEPARTMENT**

**THE FOLLOWING RULES AND REGULATIONS ARE ADOPTED BY THE BOARD OF WATER COMMISSIONERS OF THE CITY OF BRISTOL AND MAY BE REVISED OR AMENDED BY THE BOARD OF WATER COMMISSIONERS AT ANY TIME THEY DEEM NECESSARY. THESE RULES ARE PROMULGATED TO GOVERN THE OPERATION OF THE WATER DEPARTMENT AND GUIDE ITS RELATIONSHIP WITH ITS CUSTOMERS.**

**ARTICLE I DEFINITIONS**

- 1. Department – City of Bristol Water Department.**
- 2. Extension – A water pipe owned by the City of Bristol Water Department for the purpose of transmission or distribution of water but is not a service pipe.**
- 3. Customer – Any person, firm, corporation, company, association or government unit being the owners of property furnished water service by the City of Bristol Water Department.**
- 4. Service Line – The pipe that leads from the Water Main to the customer’s place of consumption.**
- 5. Service Connection – That portion of the service pipe from the main to and including the curb valve.**
- 6. Customer Service Line – That portion of the service pipe from the curb valve to the water meter.**
- 7. Tap – The connection at the water main to which the service pipe is connected.**
- 8. Meter – The measuring device used by the City of Bristol Water Department for water use as a basis for determining charges to the customer.**
- 9. AWWA – American Water Works Association.**
- 10. Cubic Foot – Measurement equal to 7.48 gallons of water.**
- 11. RPD - Reduced Pressure Principle Device.**
- 12. Service Account – Invoice for work performed and materials used by the department.**
- 13. Assessment – Cost to property owners for water main construction, installation, or connection, as determined by the Water Department.**
- 14. Caveat – Notice, usually recorded on land records, identifying pending construction and warning property owners of proposed changes therefore to be made by future assessment and/or lien.**
- 15. Lien – Encumbrance usually recorded on land records identifying claims or assessments remaining unpaid.**



16. Agent – Employee of the Bristol Water Department or other person designated by the Board of Water Commissioners.
17. Cross Connections – An actual or potential connection between a public water system and any other source or system through which it is possible to introduce into the water system any contamination or polluting agent.
18. Limited Tester – an employee of a utility's consumer who has been delegated the duty of testing and maintaining the device(s) located only within a specific company. A person can only be certified in this category if the utility agrees to accept the test results and to spot-check the tester.
19. Private Tester – a person hired by a consumer or a water utility to perform the required testing. A person can only be certified in this category if the utility agrees to accept the test results and to spot-check the tester.
20. General Tester – A person employed by a water utility to perform the required testing on all devices.
21. General Inspector – A person employed by a water utility to perform the required cross-connection surveys.

## **ARTICLE II GENERAL RULES**

1. No person, other than an employee of the department will open or close any fire hydrant, water gate, blow-off or air vent, attached to any pipe without the special permission of the Board of Water Commissioners or its Agents. This regulation shall not be construed as preventing members of the Fire Department or certain personnel of the Public Works Department from using this equipment in the execution of their duties provided that a written report of having done so is filed with the Water Department within forty-eight (48) hours on forms provided by the Department.
2. The department reserves the right to suspend or discontinue, when emergency or the public interest shall require it, the use of any service, including street mains, and also to shut off water for repairs or alterations, and to keep it shut off for as long as such situation exists, without responsibility for any damage incurred as a result of such shut off.
3. All premises supplied with water, must be accessible and open at all reasonable times, or must be accessible by special arrangement with the property owners at the request of the Board of Water Commissioners or its agents.
4. Any person using or supplying water to a tenant, family, person or for whatever reason through an unmetered service without the consent of the Board of Water Commissioners will be liable to be charged for water so taken, at least twice the ordinary charge for a similar service or be subject to prosecution.
5. No person, other than an employee of the department, shall tap into any water main, install any water main, remove or reset any water meter.
6. The Bristol Water Department will initiate and enforce a cross connection control program according to the State Public Health Code and Regulations

of the State of Connecticut Department of Public Health Services. This program will include on site inspections and testing of RPD devices or other backflow devices when required.

7. A customer who requests water service to an area that cannot be met adequately or safely by the required facilities of the Bristol Water Department will be required to install whatever facilities are needed at the customer's expense. This regulation is intended to apply to but not limited to the delivery of adequate water pressure to premises or street mains in areas of extreme elevation.
8. Whenever an emergency request is made to the Board of Water Commissioners from a developer, contractor, corporation, business or individual for the purpose of temporarily tying into the Bristol Water distribution system from a location outside the limits of the City of Bristol, the following criteria must be met:
  - (a) If there is a water utility serving the town from which the request is made then the petitioner must submit in writing a letter from such utility stating that it cannot meet the emergency need identified in said petition; or
  - (b) A letter from the State of Connecticut Department of Public Health Services stating that the area in question has a contaminated aquifer and for reasons of public health cannot support a well system pending installation of a substitute water system; or
  - (c) An emergency exists because of hurricane, earthquake, floods, etc. necessitating that a temporary connection is needed for reasons of public health.
9. The Bristol Water Department may deny or discontinue service of a customer for any of the following reasons:
  - (a) Tampering with a water meter or the equipment furnished and owned by the Bristol Water Department.
  - (b) Failure to permit the Bristol Water Department reasonable access to meters and related equipment at least once a year for inspection, repair or replacement.
  - (c) Obtaining water service from the Bristol Water Department by fraudulent means, diverting water service to unauthorized use or obtaining water service without it being properly registered upon the water meter.
  - (d) Using water furnished by the Bristol Water Department for a purpose other than that represented by an applicant for water service or as described on a water permit.
  - (e) Failure of the customer to fulfill any contractual obligations entered into by the customer for service or facilities from the Bristol Water Department.
  - (f) Failure to comply with any stipulations required as a condition of a water main extension approval.

- (g) Failure to pay any water and/or sanitary sewer bill provided the Bristol Water Department has followed the method and procedure as provided below in Section 9A for termination of service.
- (h) Any other reason that jeopardizes the safety and integrity of the water supply of the Bristol Water Department.

**9A.**The Bristol Water Department may terminate water service for any of the reasons provided in Section 9 above in accordance with the following methods and procedures:

- (a) Water service to any customer may be terminated immediately if reasonably necessary to maintain the safety and integrity of the water supply. In such situations, the Department shall send a "Notice of Termination" to the customer as soon as practicable with information on why said action has been taken and what the customer must do to restore service.
- (b) Water service to any customer may be terminated for any reason provide for in section 9 above, other than non-payment, by sending a "Notice of Termination" to the customer at least seven (7) days in advance of termination. Such "Notice of Termination" shall provide a statement that unless corrective action is taken by the customer no other notification is required to terminate service.
- (c) Water service to any customer may be terminated for non-payment. The method and manner of termination of service in cases involving non-payment of a delinquent account shall conform to Section 16-3-100 of the regulations of Connecticut State Agencies as the same may be amended from time to time and as such regulations are applicable to municipal utilities. Unless limited or otherwise restricted by said regulations or other statute or law, all terminations for non-payment shall be effected as follows:
  - 1. If no payment is received within the payment period provided after the original invoice date, the Department shall send a "Section Notice" thirty (30) days after the original invoice date to the customer, which notice shall include the past due amount for the water and/or sewer bill, plus penalty and lien charges, if any.
  - 2. If no payment is received within seven (7) days of the sending of the "Second Notice", the Department shall sent a "Final Notice" to the customer. The "Final Notice" shall provide information on what the customer must do to prevent termination of service. It also shall provide the customer with thirteen (13) days from the date of the 'Final Notice" to pay the delinquent account in its entirety or contract the Department and arrange for payments with the department's Collections Clerk.

3. If no payment is received within sixty (60) days from the original invoice date, and the Department has placed a lien on the real property as provided for by these regulations, the Department may send a 'Final Notice of Termination' to the customer after seven (7) days of the filing of the lien. The "Final Notice of Termination" shall provide the customer with (14) days from the date of the notice to pay the delinquent account. It shall also contain information on what a customer should do to prevent the termination of water service and indicate that no other notification is required to terminate service.
10. The Bristol Water Department may file liens against any real property receiving its services to secure the payment of delinquent accounts owned to it.
- (a) If no payment is received on a delinquent account within the payment period given in the "Second Notice" that is provided for in Section 9A above, the Department shall send a "Lien Notice" no sooner than forty five (45) days after the original invoice date to the customer.
  - (b) If no payment is received on a delinquent account within sixty (60) days from the original invoice date, the Department may file a lien on the land records, placing an encumbrance on the real property that received the benefit of the unpaid services.
  - (c) Liens shall be filed in conformance with the Connecticut General Statutes as the same may be amended from time to time.
11. The Bristol Water Department shall maintain an emergency call service, which shall be in operation during all hours other than the Department's regular working hours. Any property owner who uses emergency services furnished by the Bristol Water Department other than during the Department's regular business hours shall be charged at one and a half times the regular charge unless the services are furnished during a Sunday or holiday, in which case the charge shall be double the regular charges. A six (6) hour minimum time charge shall be imposed for each such emergency response.
12. The Bristol Water Department will not provide any work on property that has received the benefit of service for which the water and/or sanitary sewer account is overdue more than six (6) months.
13. Restrictions on water use.
- a. The Bristol Water Department may order restrictions on the use of water during times of threatened or actual water shortage, or for any other reason necessary to protect the public health and safety. It shall notify its customers of such restrictions by specifying the following:
    1. Reasons for restriction(s)
    2. Nature and extent of the restriction(s) such as limits on outdoor watering, use by certain classes of customers and the like.
    3. Date restriction is to go into effect.
    4. The probable date and time such restriction(s) will be lifted

- b. During the times of threatened or actual water shortage, the Bristol Water Department shall equitably apportion its available water supply among its customers with due regard to public health and safety.
- c. Bristol Water Department may refer to any failure to follow order restrictions on the use of water that violate any ordinance or law to the appropriate authorities and assist in the prosecution and collection of fines against the violator.

### **ARTICLE III METERS, REMOTE READING UNITS, AND ACCESS THERETO**

1. Each customer shall provide suitable and safe locations for water meters and protect them against freezing, abuse, neglect or vandalism.
2. The Bristol Water Department will equip all services with a valve and meter, the size and type to be determined by the department. All meters shall measure in cubic feet. A customer may request a larger or other type water meter provide it pays for the additional cost of same.
3. Damage to any meter due to freezing, hot water, vandalism, tampering or other external causes will be paid for by the owner and the owner will be liable to the Bristol Water Department for all damage to any meter which results from customer's act or negligence or any external cause.
4. The meter conversion program involving the changeover of all meters, which do not have a remote reading capability, will continue so that all meters shall be so equipped in due course.
5. All new service lines will be equipped with meters having remote reading capability.
6. The meter is the prime measuring device and in the event of a discrepancy between the remote unit and the meter itself, the meter reading will be the final word.
7. Failure of a remote unit, for any reason, will not relieve the property owner of the responsibility of payment for the amount of water registered on the meter installed on the incoming water line. In the event of the failure of the meter itself to register the water billing will be based on average consumption taken from the previous four(4) billing periods.
8. No spacers in place of meters will be allowed in any service pipe and, if found, will be removed at the property owner's expense. Tampering with the water lines, meters or remote units in any way is subject to criminal prosecution and/or fine.
9. A meter bypass is required when any meter larger than 1" is installed.
10. If a Reduced pressure Device (RPD) is required on the customer's mainline then a RPD of equal size is required for the bypass line.
11. The Bristol Water Department has the right of access, at all reasonable times, to the customer's premises to read, inspect, repair, replace or service meters and accessory equipment.

### **ARTICLE IV RATE SETTING**

The rate change for water usage will be set by the Board of Water Commissioners. Each February, the Board will review the past fiscal year's income and expenditures, long and short-term debt, proposed additions and improvements to the department along with any other pertinent factors. In the event of a change, a public hearing will be called and all the facts and figures necessary to prove the need for any change will be presented at this hearing. If an increase or change is approved, it will be advertised in a local newspaper and implemented as of July 1 of the coming fiscal year.

#### **ARTICLE V      WATER BILLING**

1. The city shall be divided into three (3) billing districts, each of which shall be billed quarterly on the following dates:
  - (a) District 1 – March 1, June 1, September 1, December 1.
  - (b) District 2 – January 1, April 1, July 1, October 1.
  - (c) District 3 – February 1, May 1, August 1, November 1.
2. Water bills are due and payable on the first day of the month. The billing date is always the first day of the month. Second notices will be rendered after thirty (30) days. The postmark date will be considered as the date the bill is received in the office of the Bristol Water Department.
3. These bills shall be due and payable upon the date which the bill is rendered. Failure to receive such bill can no way be construed as relieving a property owner of the responsibility to inquire about a missing bill or for payment of said bill.
4. An interest charge or lump sum penalty, to be determined by the Board of Water Commissioners, will be assessed on overdue accounts every 30 days on the overdue balance..
5. In all cases, property owners will be held responsible for water use charges for service provided to their property.
  - (a) Bills for water usage will be mailed to the owners of all properties as recorded in the files of the Bristol Water Department.
  - (b) No bills for water usage will be billed or mailed to tenants.
  - (c) An unpaid water bill shall be a lien against the property serviced, and said lien shall be reduced to writing if unpaid for more than six (6) months and be recorded against the property benefited in the Bristol Land Records. This lien will be removed only at such time as the total water bill plus interest penalties and lien fees has been paid in full.
6. It shall be the responsibility of the property owner or his agent or attorney to notify the department of any changes in ownership or mailing address in order to issue proper rendering of bills. Forms for this purpose shall be furnished by the department upon request.

7. A fee to be determined by the Board of Water Commissioners plus all bank charges will be assessed on all accounts whose owners, for whatever reason, issue a check in payment of those accounts and that check subsequently fails to clear the bank. These reasons include insufficient funds, closed accounts, faulty endorsements or any other reason deemed applicable by the bank.
8. Adjustment in the customer's favor shall reflect as a credit to the service account. If the credit due is greater than the average quarterly bill based on the average of the previous four quarters, the customer will be refunded the credit upon request.

#### **ARTICLE VI     METER CHARGES**

1. In the case of a high meter reading a recheck will be made of the reading, and if found to be correct as originally read, the department will base its billing on the reading. If the property owner feels that the meter reading is in any way incorrect, he/she may request that the meter be removed and tested. A cost to be determined by the Board of Water Commissioners for such removal and testing must be paid in advance. If the meter is found to register three (3%) percent or more over the actual amount of water passing through it, the water billing will be adjusted in the amount of percentage of error and the removal and testing fee will be refunded. If the meter is found to be registering within the limits specified by the Public Utilities Control Authority, the fee will be retained by the Department and the meter returned to the service from which it was removed. The property owner shall be encouraged to witness the tests.
2. There will be a meter-reset fee to be determined by the Board of Water Commissioners.
3. If a water service has been terminated by the Bristol Water Department and there remained unpaid charges for that terminated account, the interest that would have accrued on that account shall be transferred and added to the new service account established for the property until the terminated account has been paid in full.

#### **ARTICLE VII PUMP STATION SERVICE CHARGE**

1. A surcharge will be set by the Board of Water Commissioners to be shared equally by all customers serviced through a pumping station.
2. The charge will be based on the cost incurred with the maintenance of said pumping station.
3. The charges will be based on the previous fiscal years expenses and billed quarterly to each customer in the following year.
4. This regulation will be made known to all customers when an application is applied for.
5. This regulation applies only to requests made after the date of approval of these rules and regulations.

**ARTICLE VIII    CROSS CONNECTION CONTROL**

1. All lawn irrigation systems installed in The City of Bristol must contain a proper, authorized Backflow Preventer “to prevent” contamination of the domestic supply.
2. All lawn irrigation systems must be initially inspected and tested by certified Bristol Water Department personnel.
3. Reduced Pressure Device (RPD) is the proper backflow preventer required
4. Existing devices such as: Pressure Vacuum Breakers (PVB’s) must be changed to RPD’s when the existing device is changed.
5. Each (RPD) shall be located in a room or structure that is well lighted and above ground. Each (RPD) shall be easily accessible for repair, testing and inspection.
6. A facility inspection will be made of all new commercial and/or industrial buildings in the City of Bristol by certified Bristol Water Department personnel. This item will be asked of any person filing a site plan with the City of Bristol Building Department and Site Plan Review Committee.
7. Certified Bristol Water Department personnel will spot check 5% of all testing performed by a private tester.
8. All limited and private testers must be approved by the Bristol Water Department .
9. All tests and inspections must be done by certified personnel. Each utility must have at least one certified tester and one certified inspector even if tests or inspections are not done by utility personnel.
10. Certified Bristol Water Department personnel will follow the guide lines by the Cross Connection Control Committee, Connecticut Section of the American Water Works Association and the Connecticut State Department of Health Forth Edition dated June 1994.

**ARTICLE IX    GOALS ENABLING FUND**

1. An amount equal to one (1%) percent of the water sales revenue shall be set aside and accumulated and any time that this fund exceeds (10%) of the prior years’ water sales revenue, contributions may be suspended.
2. The fund may be used in whole or in part by vote of the Board of Water Commissioners to:
  - (a) Reduce the assessment to benefiting property owners when natural conditions render a main extension prohibitively expensive. The Board shall determine the amount of aid to provide on a case by case basis consistent with the monies available in the fund. In no case shall contributions from the fund be used to reduce the cost of a project below the recently typical cost for unsubsidized installations.
  - (b) Absorb such other costs, as the Board may from time to time deem appropriate.



3. The fund shall not incur debt. At all times expenditures shall be limited to the monies then available. No advance pledges shall be allowed.
4. Monies Accumulated in the fund may be invested in time deposits. CD's and similar "prudent investor" instruments at the discretion of the Board of Water Commissioners.

#### **ARTICLE X      SERVICE LINE CONNECTIONS INTO STREET MAINS**

1. Applications shall be made at the office of the department upon forms provided and will not be accepted until all the information as outlined on said forms is supplied.
2. All new service connections from water main to curb shall be done by department personnel. The customer will pay the full cost of the new service connection including all excavation, backfill, removal, and replacement of paving, walks, curbs, piping, taps, valves, curb box, etc.
3. Service pipes installed shall be cold drawn soft annealed copper tubing (type "K") meeting all the specifications set forth by the American Water Works Association.
  - (a) All new or replacement service lines will not be less than one (1") inch in diameter.
  - (b) All service lines shall be installed at minimum depth of four and one-half (4 ½) feet.
  - (c) The service line must be installed in a trench separate from any other piping or according to State of Connecticut Department of Public Health Services regulations.
4. The customer service line shall as nearly as possible, be installed in a straight line from the curb to the meter.
5. No service line will serve more than one building without the written approval of the Bristol Water Department.
6. Where approval has been granted for two or more service lines to supply the same premises, and the service lines are interconnected, the owner must furnish, install and maintain an approved RPD device on each line.
7. The customer service line must be left uncovered for inspection by an authorized Bristol Water Department representative once inspected and approved in writing, the owner may backfill the trench. Failure to have the customer service installation inspected and approved will result in denial of water service.
8. All installations, replacements, and repairs of the customer service line, valves and all necessary fittings from the curb valve to the meter, will be the property owner's expense and responsibility. All repairs/replacements of the service connection from the water main to and including curb valve will be made by the department at its own expense.
9. If a leak develops on the customer's service line, the owner shall repair it without delay. If such work is not completed within a reasonable period of time specified, in writing, by the Bristol Water Department to the customer, the

Bristol Water Department may discontinue service to the premises until the leak is repaired by the customer. Service will not be restored until the owner pays the entire cost in making repairs and any expenses incurred by the Bristol Water Department in terminating and restoring service or in making any repairs resulting from customer default.

#### **ARTICLE XI CONDOMINIUM AND SPECIAL DENSITY DEVELOPMENTS (SDD)**

1. Piping layout and design will be approved and signed by the department head or his agent in advance of work commencing.
2. Conditions of proper line and grade, cited below as to regular subdivisions will apply; all streets, right-of-way, easements and any place of installation must be at sub-grade, that accurate line and grades must be furnished by the developer and that any expense incurred as a result of relocating or raising of gate boxes, curb boxes, or hydrants because of incorrect line and grade will be billed to the developer or association or any like entity representing the property owner.
3. All condominium and SDD developments will be serviced through a master meter with all charges for water, private hydrants, private fire protection, sewer use charge and any other applicable charge, assessed on the association or any like entity representing the property owners. The necessary pre-cast meter pit as well as the "Bilco Type" hatch cover will be furnished and installed by the developer. All necessary specifications will be available at the office of the department. Piping installations will be done by the developer under the supervision of and inspection by the Bristol Water Department .
4. All materials used in providing service to any unit or units within the development will be only those materials approved by this department, and according to American Water Works Association specifications.
  - (a) Class #52 ductile iron pipe with two bronze wedges per joint.
  - (b) In line valves to be American Water Works Association approval, open right double disc or resilient seat valves.
  - (c) Fittings may be standard gray iron mechanical joint or ductile iron mechanical joint, nuts to be adjusted to proper torque for specific installation; push-on joint fittings are not acceptable.
  - (d) Hydrants shall be as approved by the department, open left, minimum five (5") inch valve opening, six (6") inch mechanical joint shoe, five (5') foot bury barrel.
  - (e) Wet taps will be made only by this department with ductile iron fabricated tapping sleeves and American Water Works approved open right tapping valves.
  - (f) Proper rodding or restraint and thrust blocks will be provided as conditions dictate and in all cases of fire service pipes and hydrant laterals.

- (g) Water mains are to have a minimum of four and one-half (4 ½) feet of cover from finish grades. This cover is not to exceed six (6') feet unless approved by a department representative.
- (h) Service piping material shall be cold drawn, soft annealed seamless one (1") inch Type "K" cooper tubing only. No plastic installations will be allowed.
- (i) Department approved brass fittings, corporation, cocks, curb stops and couplings, only, will be used.
- (j) All unit services shall be equipped with external shut-off devices, with a minimum distance of ten (10) feet from the serviced unit.
- (k) Complete as-builts; with both main and service ties will be furnished to the Department before service will be connected.
- (l) All domestic systems will be properly disinfected by the addition of HTH tablets or granular chlorine during the construction stage, in accordance with State Department of Health Service chlorination guidelines. Contact time shall be twenty-four (24) hours, after which the system shall be fully flushed and bacteria samples submitted to a state certified laboratory for analysis.
- (m) All system installations will be pressure tested at the expense of the developer and under the supervision of the department. Pressure shall be maintained to one hundred fifty (150) PSI or one and one-half (1 ½) times the area working pressure for a period of three (3) hours.
- (n) A written record of all testing and approvals will be filed with the Bristol Water Department before the water service is turned on.

## **ARTICLE XII            WATER MAIN INSTALLATION**

1. May be initiated by the Board of Water Commissioners, property owners, or private developers.
2. Assessment of costs of new water mains.
  - (a) The cost of new water mains initiated by the Board of Water Commissioners shall be assessed against all benefiting property owners based on property front footage.
  - (b) The cost of new water mains initiated by petition of the property owners shall be assessed against all benefiting property owners based on property front footage.
  - (c) The cost of new water mains initiated by a private developer shall be paid for by the developer, and shall not constitute an assessment against any property owner.
  - (d) The cost of new water mains shall include the cost of engineering and construction of an eight inch (8") main together with project overhead costs and miscellaneous charges and costs attributable to financing the particular project. Should any particular installation require the use of a pipe larger than eight (8") inch main the cost over and above those for an eight (8") inch main will be borne by the Department.

3. Prior to the construction of any new water mains initiated by a private developer, the developer must obtain from the Bristol Water Department an estimate as to the cost of the extension by private contractors, and a certified check in that amount, payable to the City of Bristol Water Department, must be deposited with the department.
4. Applications shall be made at the office of the department on forms provided and will not be accepted until all the information as outlined on said form is supplied.
5. No application for a water main extension will be approved for a customer having a delinquent water, sanitary sewer or service account with the Bristol Water Department.
6. Extensions will be made only on streets that are either:
  - (a) Accepted and maintained by the City or
  - (b) New streets which have been constructed to line and grade conforming to plan and profile as accepted by and recorded with the City and for which a bond has been posted with the City by the owner of record to ensure satisfactory completion of said streets according to specifications of the City and ultimate final acceptance of said streets by the City, all of which will be subject to written confirmation by the proper municipal authority.
7. The determination of the required length of any extension shall in all cases be made by the department, based on the principle that the entire front footage of each property to be benefited will be covered by such extension and included in the computation.
8. The applicant shall provide a "labor and materials" bond and a performance bond in such amount, as the Board shall determine, for any work that may be authorized on any public street or publicly owned lands.
9. A public hearing shall be held for all water main extensions, which will not be paid for in full by a customer. All affected property owners must be notified of the time and place of the hearing by certified mail at least five (5) days in advance of hearing date. The Superintendent will present, at the hearing, all available information concerning the proposed extension, including the estimated cost per front foot. The Board of Water Commissioners will hear all discussion both pro and con and render a decision within ten (10) working days.
10. All water main extensions require formal written approval of the Board of Water Commissioners.
11. Following the public hearing and approval of a particular water main extension, the Board of Water Commissioners shall prepare and publish a complete list of the benefits and damages pertaining to each property affected, location showing front footage, and estimated cost assessed against each. This shall constitute a Caveat against each such property and said Caveat shall be recorded in the Bristol Land Records.
12. Upon completion of construction, the cost of new water mains initiated by The Bristol Water Department will be assessed against the benefiting property owners. A bill will be rendered against each property benefited by

the construction. This bill may be paid in full within sixty (60) days. A list shall be compiled of all bills outstanding and unpaid for more than sixty (60) days and recorded in the Bristol Land Records and shall constitute a lien against each property listed in the applicable amount shown. At that time, the aforementioned Caveats to all other properties shall be released and a release recorded. The owner of properties so liened, will be obligated to pay the assessment plus interest and liens as follows:

Amount of Assessment	Maximum period of time In years	Number of Payments
\$ 0 to \$500.00	1	2
\$501 to \$2,000.00	5	10
\$2,001 to \$5,000.00	10	20
\$5,001 to \$10,000.00	15	30
Greater than \$10,000.00	20	40

The first installment shall be principal only if paid within the 60 day period. Subsequent payments will include principal and interest. Installment payments will be in accordance with dates set by the Bristol Water Department.

The interest rate shall be prime, (as defined in the Wall Street Journal) plus 2%.

Interest charges shall not exceed that allowed by General Statutes for deferred payments.

Should any owner choose, at any time during these payment periods to sell the encumbered property or tie-in to the system, the total remaining assessment, interest and lien fees will become due and payable.

Corner lots may be assessed on one side only, and the street upon which the main entrance faces will be deemed to be the street upon which the assessment will be based. An extreme hardship deferment may be granted by the Board of Water Commissioners upon presentation of sufficient proof of hardship, but in no case shall this deferment exceed one year. Application for hardship deferment must be made to the Board within sixty (60) days of receipt of billing and should a deferment be granted, it will be subject to interest fixed at the statutory tax rate at the time for the grant. Any request for abatement of assessment because of an unbuildable lot must be received by the Board within sixty (60) days of billing and any abatement so granted will be absorbed by the Department. Any abatement granted for unbuildable

property shall be revoked if such property is built upon and the original assessment, plus legal interest, will become payable in full within sixty (60) days.

13. Applications for the extension of water mains will be automatically canceled by the Board of Water Commissioners one hundred twenty (120) days from the date application was approved, if within this period all conditions required for acceptance of such applications as set forth in the rules, regulations and rates governing extension of water mains are not fulfilled, provided that the Board will notify each such delinquent applicant by certified mail no more than fifteen (15) days prior to taking this action.
14. A customer may renew a canceled application subject to and governed by the rules, regulations and rates for extension of water mains in effect at the date of renewal.
15. Extensions will not be scheduled for construction until all conditions and contractual obligations set forth in the Board's approval has been fully complied with by the customer.
16. Title and ownership of any water main extension shall pass to the department and be and remain vested in the department only upon acceptance of the water main by the department.
17. Thereafter an extension shall, at all times, remain under sole control and jurisdiction of the department. This includes the right to connect additional customers without the consent of any applicant, customer or user and the unrestricted right to authorize or make further extensions beyond or running laterally from said extension or connect said extension with a portion of the distribution system of the department, without incurring any obligations to the customer or takers receiving service from said extension.
18. Water service to subdivisions shall comply with the requirements of the Subdivision Regulations of the City of Bristol, in addition to these regulations.

### **ARTICLE XIII     SPECIAL CONNECTIONS AND CHARGES**

**1. Connections to water built by private owners.** Whenever a water line has been built for the Bristol Water Department under a developer's permit agreement passing land owned by other, which others might later request a house connection to the water, no connections shall be permitted by the Bristol Water Department unless said land owner first signs an agreement waiving the water authority's usual layout and assessment procedures and pays a special charge.

**2. Reimbursement to private owners.** The Bristol Water Department is empowered at its discretion to include in agreements with owners for the construction of water lines by and at the expense of such owners provisions for reimbursements to said owners from special connection charges collected as provided in subsection (a) hereof for the cost of water lines constructed by them in sections of highways on which lands of other owners abut. Such reimbursement shall not exceed the cost of construction within such sections of the highways. No

reimbursement shall be made after five (5) years from the date of the incorporation of the particular water line into the public system. Expiration of the time for reimbursement to the owners shall not release the subsequent permittee from paying a special connection charge to the Bristol Water Department.

The Bristol Water Department may require said owners to file an affidavit with the Bristol Water Department which shall indicate the breakdown of costs for the purposes of determining the special connection charge.

3. Connections to property not previously assessed. Whenever a waterline has been laid out and constructed by the Bristol Water Department to serve a particular area, no connection will be permitted thereto for any property which has not been assessed or has not shared in an equitable manner in the expense thereof, unless prior to such connection, the owner of such property first enters into a special agreement, to be recorded in the land records and providing for a payment by the owner of a special charge. The Bristol Water Department may permit payment by the owner of a special charge over a period to be determined by the Board of Water Commissioners and providing that the permission granted will not affect the power of the Bristol Water Department to make future water line layouts, and benefit assessments thereof, against the property of said owner, in the same manner as if permission to connect has never been granted. The Bristol Water Department may agree to credit the said payment toward any such future assessment, without allowance for interest between the date of payment of the said charge and the date of any future assessment billed said owner.

#### **ARTICLE XIV FROZEN PIPES AND METERS**

1. The owner of the real property must request service. No tenant calls will be accepted.
2. The Bristol Water Department will thaw only underground water supply pipes
3. The owner of the real property will be responsible for the costs of all labor and materials plus overhead for the thawing of the service line from curb to meter.
4. The Bristol Water Department will be responsible for the costs of thawing the service line from main to curb.
5. The minimum charge for a frozen meter call during regular working hours shall be at a cost to be determined by the Board of Water Commissioners.
6. After 3:00 PM weekdays and all day Saturday, the cost of labor shall be at one and a half times the regular time rate during regular working hours. During Sundays and holidays the labor cost shall be doubled the regular time rate. Minimum labor charges shall be four (4) hours.

#### **ARTICLE XV INTERCONNECTION WITH WATER SUPPLY WELLS AND OTHER SYSTEMS**

1. Connections between public water supplies and private sources are prohibited unless approved by the Connecticut Department of Public Health pursuant to §19-13-B50, et seq. of the Public Health Code. For the connection to be approved, the private source would have to be approved and monitored as a public water supply.
2. No physical connection between piping that is part of the Bristol public water supply system and piping carrying water from any other source shall be permitted unless such other water supply is of safe, sanitary quality and the interconnection is approved by the Connecticut Department of Public Health pursuant to §19-13-B50, et seq. of the public Health Code an any other provision of the Connecticut General Statutes and Regulations of Connecticut State Agencies.

#### **ARTICLE XVI      MISCELLANEOUS CHARGES**

1. Each December, the Board of Water Commissions will review the past years Miscellaneous Charges. In the event of a change, a Public Hearing will be called and all information necessary to prove such change will be presented at the hearing by the Superintendent. If the change is approved, it will be advertised in a local newspaper and implemented January 1<sup>st</sup> of the coming year.
2. Miscellaneous charges shall include fees for: Fire Protection, Meter Charges, Water System Connections, Water System Permits and Inspections, On-Off Service, Hydrant Flow Tests, Equipment Charges, Material Charges, Overhead Charges, testing of RPD devices, Meter Removal and Reset, Bad Check Charges, Service Charges and Interest Charges.
3. Any addendum to the Miscellaneous Charges can be brought up at a regular scheduled meeting of the Board of Water Commissioners who will then set a date for a Public Hearing.

**NOTE:** These Rules and Regulations were approved by the Board of Water Commissioners on December 13, 2005 effective January 17, 2006.