

Village of Waterbury, Water Department/Duxbury-Moretown FD #1  
Operational Control of the Duxbury-Moretown FD #1 Water System  
Standard Operating Procedures (SOP)  
June 24, 2013

This document is intended to outline the standard procedures that will be used by the Waterbury Water Department (Waterbury) to operate and administrate the water system owned by the Duxbury-Moretown FD #1 (D-M FD #1). These procedures are authorized by and drawn from the Inter-Local Agreement between the parties, dated July 12, 1996 and the Operational Control Agreement between the parties, dated June 8, 2009.

**Operating Procedures:**

**Maintenance:** Waterbury is responsible for the operation and maintenance of the water system. This responsibility includes routine and emergency repairs to water mains, valves, hydrants, meters and other appurtenances owned by D-M FD #1. In addition and more specifically, the maintenance function includes line flushing and the exercising of valves. It is the expectation of the parties that lines will be flushed when necessary, but not less often than once every three years, with annual flushing of all "dead-end" lines. Valves will be exercised when necessary, but not less often than once per year. Waterbury will deliver a report to D-M FD #1 by December 15<sup>th</sup> each year describing maintenance or repair work performed during that calendar year. The report will contain information about conditions found during routine maintenance and will describe repairs made. If appropriate, the report will provide information about conditions in the system that will require attention in the next calendar year. D-M FD #1 will pay for all materials/consumables used in maintenance or repair operations. D-M FD #1 will pay Waterbury for all labor provided for maintenance and repair operations that are beyond the scope of work contemplated in the prior agreements between the parties. Waterbury will provide a detailed invoice in all instances where payment is required.

**Meters:**

- The D-M FD #1 agrees that its customers' water consumption will be metered. Meters and remote "readers" of makes and models acceptable to Waterbury shall be installed in all properties connected to the D-M FD #1 water system, unless otherwise agreed upon by the parties to this agreement. The meters shall record and transmit the volume of water consumed in cubic feet.
- A list of makes and models of meters acceptable to Waterbury shall be generated by Waterbury and that list shall be part of this agreement.
- D-M FD # 1 shall sell or otherwise provide meters and remote readers to property owners approved for a new service.

- D-M FD #1 shall notify Waterbury that a new account has been established and shall provide Waterbury with the serial number of the meter provided to the new customer as well the “IN” meter reading. In addition, D-M FD #1 shall inform Waterbury of the peak-day water capacity that has been allocated to the customer to allow for the determination of the appropriate base charge for billing purposes and to keep track of capacity reserves held by D-M FD #1.
- D-M FD #1 shall insure that the meter and remote reader have been properly installed before contacting Waterbury to schedule the connection of the service.
- D-M FD #1 shall approve any new connections and shall notify Waterbury of such approval.
- Waterbury is responsible to schedule and if necessary to observe or inspect any “tapping” of a main where a new service is required.
- Waterbury is responsible for reading meters to allow for the processing of service bills for the customers of D-M FD #1.

#### Billing & Collection:

Waterbury shall be responsible for the processing, mailing and collecting of bills to the customers of the D-M FD #1. Waterbury shall implement the following procedures and internal controls to assure proper accounting and collections of customer accounts:

- No cash, debit cards or credit cards are accepted for payments of accounts. Checks or money orders shall be accepted.
- Checks from customers of D-M FD#1 are credited to customers’ accounts when received.
- Checks will be deposited no later than one business day from the date they are received.
- Deposit slips will be retained and filed by Waterbury.
- Customer accounts maintained by the Village will not be credited unless the payment for check is presented to and deposited by Village.
- Payments made after a notice of shut off has been issued are excepted from this procedure.

#### Service Disconnection/Reconnection (“Shut-offs/Turn-ons”)

Requested Disconnection: If an existing water service is to be shut off or turned on at the request of a customer of the D-M FD #1, Waterbury shall be responsible to schedule the action after receiving notification of the request. Waterbury shall read the meter and report the reading to the billing clerk in either instance.

Legal, Involuntary Disconnection: The Prudential Committee of the D-M FD #1 has authority to issue notices of service discontinuance to its customers for lawful reasons expressed in the By-Laws of the D-M FD #1 and in state statute. If such service discontinuance is enacted, a member of the Prudential Committee must contact Waterbury to schedule the Discontinuance of Service. A member of the Prudential Committee must be present at the location of the scheduled "shut-off" and must direct Waterbury employee to turn the valve at the appointed time. If the customer, to prevent the "shut-off" for an account in arrears, offers to pay the bill in part or in full to the member of the Prudential Committee present, the member of the Prudential Committee may make the decision to cancel the Service Discontinuance and accept the partial or full payment. The member of the Prudential Committee shall be responsible to deliver the payment to Waterbury for proper accounting.

These Standard Operating Procedures are adopted this 24 day of June, 2013 and may be amended at any time by a majority vote of each board party to the agreement.

For the Duxbury-Moretown Fire District #1

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For the Village of Waterbury Water Dept.

*[Signature]*  
*[Signature]*  
*Cynthia A. Parker*