

**§ 477-14 Application for service; installation.**

[Amended by the Board of Selectmen 11-2-2015; by the Board of Selectmen 5-15-2017]

- A.** All property owners wanting to tie into the water distribution system shall file an application for service with the Municipal Services Department — Engineering Division.
- B.** At the time of filing the application for water, an application fee shall be paid in accordance with the current water rate and fee schedule.
- C.** For each property applying for a new water connection, the owner shall comply with the following conditions:
  - (1)** Each property is allowed only one water service and one water meter for domestic service.
  - (2)** Separate water meters for outside water use (i.e., lawns, swimming pools, gardens, etc.) are required for residential properties.
  - (3)** For commercial properties, all irrigation systems shall be connected to and serviced by a private well(s) or private water system. Those commercial properties in the Windham Franchise Area shall be exempt.
  - (4)** Approved fire service connections for a building sprinkler system are permitted and do not count as a second connection/meter.
  - (5)** All water services and connections shall be made directly to the water main.
  - (6)** Permanent connections to neighboring water services or connections shall not be allowed.
  - (7)** The water service connection shall enter the owner's building at a location which is and shall remain easily accessible for the installation and future maintenance of the meter and meter assembly. The location of the water service connection in the owner's building shall be approved by the Municipal Services Department.
- D.** A commercial property owner may submit a request for a waiver regarding Section C (3) above provided they demonstrate a significant hardship such as insufficient water yield less than seven and a half (7.5) gallons per minute (gpm), excessive depths greater than one thousand feet (1,000 ft), contamination, , the need for additional storage and pumping, and requiring additional permitting. Any request for a waiver will be reviewed by the Municipal Services Department prior to presentation to the Board of Selectmen-Town Council for consideration or service connection for irrigation purposes. Further the Board of Selectmen-Town Council—may request a formal engineering analysis to be provided that validates the request, with the cost thereof borne by the petitioner. Alternative methods shall be investigated, and a report of such investigation shall be submitted as part of the request. It shall be the sole discretion of the Board of Selectmen-Town Council to grant or deny the request. The Board of Selectmen-Town Council shall not be obligated to grant a waiver if in their opinion a waiver is not warranted.
- E.** A residential property owner may submit a request for a waiver regarding Section C (2) above provided they demonstrate a significant hardship such as the existing water meter configuration is installed in an area that is not located on, or by, an exterior wall and/or is internally located in the interior of the house including underneath a concrete slab, and because of the physical barriers, a dedicated line and new meter to the exterior, or direct point of exit, on an exterior wall of the house is not possible. At no time will a waiver be granted if the service entrance has been altered and does not meet water department requirements or because of substantial costs including major alteration or reconfiguration of plumbing to get through the exterior wall and to the

irrigation system tie in. Alternative methods, if requested and as applicable, shall be investigated, and a report of such an investigation shall be submitted as part of the request. It shall be the sole discretion of the Town Council to grant or deny the request. The Town Council shall not be obligated to grant a waiver if in their opinion a waiver is not warranted.