

**HANOVER WATER WORKS COMPANY**

**TARIFF SUPPLEMENT**

**Surcharge:**

On December 17, 2007, the Public Utilities Commission issued Order No. 24,806 approving the recovery of rate case expenses and temporary rate recoupment in the amount of \$41,168.89 over four billing quarters, in an amount of \$4.92 per customer per quarter.

Issued: January 2, 2008

Issued by: \_\_\_\_\_



Peter E. Kurlbacki

Title: General Manager

Effective: December 17, 2007

(Surcharge was authorized by NHPUC Order No. 24,806 in Case Nos. DW 04-117 and 06-099 dated December 17, 2007)

N.H.P.U.C. NO. 7 - WATER

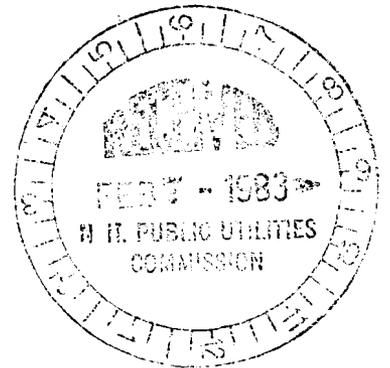
Superseding N.H.P.U.C. No. 6 - WATER

Superceding N.H.P.U.C. No. 5 - WATER

Hanover Water Works Company

SCHEDULE  
FOR  
WATER SERVICE

Applicable  
in  
Hanover, New Hampshire



Issued in compliance with  
Supplemental Order  
No. 16,186 in Case DR 82-319

Authorized by NHPUC Order  
No. 16,186 in case DR 82-319  
Dated January 31, 1983

Issued by: Edward S. Brown  
Edward S. Brown

Title: Executive Vice-President

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Service Classifications listed below for entire territory in compliance with (Unchanged from N.H.P.U.C. No. 5-WATER)

Applicable For	Service Classification	
General Service - Metered	"G -M"	14
General Service - Unmetered	"G - U"	16
Fire Protection - Municipal	"FP- M"	18
Fire Protection - Non-Municipal	"FP-NM"	19

Issued by: Edward A. Brown

Title: Executive Vice-President

GENERAL INFORMATION, TERMS AND CONDITIONS

ARTICLE 1. Applications for Service.

- a. Applications for service shall be made in writing on the form prescribed at the Office of the Utility by the Owner, or Owners, of the property to be serviced. Said application shall fully and truly state the location and purposes for which water service is desired.

The rendering of service by the Utility and acceptance thereof by the Customer shall be deemed a valid contract between the parties, their heirs, assigns and successors, including and subject to all provisions of the Utility's rates, rules and regulations applicable to the service whether or not a signed application is made by the Customer and accepted by the Utility.

- b. New Owners of commercial and industrial units shall be required to reapply for service and shall be bound by all rules and regulations governing new installations. Note: Such as backflow preventive devices, outside readers, sealed bypasses around meters, etc.

Each application must be accompanied by a completed "Service Application Data" form.

ARTICLE 2. Service Pipes.

- a. Location. Service pipe connections shall be made only from the street which is the legal address of the premises served unless otherwise authorized by the Utility. The location relative to property to be served shall be agreed upon by the Owner and the Utility.

- b. Installation, Ownership and Maintenance. The service pipe connection from the main to the Customer's property line shall be installed and maintained by the Utility with the actual installation cost, including labor and materials, paid for by the Customer.

The service pipe from the property line to the premises served shall be installed and maintained by the Customer. Such installation by the Customer, or his agent, shall be in a manner and of materials and size as approved by the Utility and paid for by the Customer.

The Owner's pipe shall have a minimum cover of five and one-half (5½) feet.

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- c. Joint Use of Service Trench. No service pipe shall be laid in the same trench with gas pipe, sewer pipe, or any other public utility, nor within three (3) feet of any open excavation or vault.
- d. Shut-Offs. Every service must be provided with two shut-offs within the premises of or on the property, one shut-off on each side of the meter; one to shut off the water entering the meter and the other to prevent the draining house piping. The Customer shall be responsible for the installation and maintenance of the shut-offs on either side of the meter. The shut-offs to be utilized shall be acceptable to the Utility.

The Utility reserves the right to require the Owner to install a check valve in areas where pressure waves may pass through 0 psi due to pressure conditions beyond the control of the Utility.

- e. Thawing. The Customer shall be responsible for thawing his own part of the service pipe and the Utility shall be responsible for thawing its own part of the service. When it becomes necessary to thaw a frozen service pipe and it cannot be determined where it is frozen, and the Utility at the Customer's request undertakes to thaw the same, one-half of the cost thereof shall be paid by the Customer.
- f. Size of Service. The Owner of the property to be served shall complete a Service Application Form that identifies the fixtures or units on the property that will use water, together with the estimated maximum gallons per minute required and the average gallons per day needed. After a review of this data, the Utility will determine

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the size of the service that may be sufficient to provide reasonable service

- q. New Service Charge. The connection charge will be the actual cost to the Hanover Water Works Company (including labor, materials, equipment and applicable overhead) for the installation of a service connection.
  
- h. Authority to Connect. Only the Superintendent of Works, or his duly authorized agents, shall install a tap on any main under the control of the Utility. No person without specific permission from a duly authorized agent of the Utility shall turn the water off or on from any pipe, hydrant or other water fixture if the stop-cock or gate valve is not on his property
  
- i. Limit of Utility's Liability.
  - (1) The Utility will not be responsible for any damages or inconveniences due to shutoffs in the mains or service pipes because of shortage of supply, repairs, extensions, connections or for any other reason beyond the control of the Utility.
  
  - (2) The Utility will not be responsible for any damages caused by discolored water which may be occasioned by the cleaning of pipes or reservoirs, the opening and closing of any valves or hydrants, or for any other cause when not due to lack of reasonable care on the part of the Utility.
  
  - (3) The Utility shall not be bound by any promise, agreement or representation made by any of its agents or employees that is contrary to the letter or the intent of the terms and conditions set forth, or hereinafter filed with the New Hampshire Public Utilities Commission.
  
- j. Inspection. All fixtures, apparatus and locations supplied with water shall be subject to inspection at all reasonable times by duly authorized representatives of the Utility.

ARTICLE 3. Maintenance of Plumbing.

Customers shall maintain the plumbing and fixtures within their own premises in good repair, free from leaks and protected against freezing at their own expense, and, for failure to do so and upon proper notification by the

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Utility, service shall be discontinued. Any relocation of the service pipe on Customer's premises shall be at the Customer's expense, and in no event shall the Utility be responsible for any damage by water escaping therefrom.

ARTICLE 4. Meters

- a. Use of Meters. All new water services shall be metered with the exception of service for fire protection only as covered by service classifications "FP-M" and "FP-P".
- b. Size of Meters The size of the meter will be determined by the Utility. The Utility reserves the right to charge the Customer for the excess cost over the cost of a meter the Utility determines should be used whenever the Customer requests a special metering device or a larger meter.
- c. Meter Setting All meters shall be set, as nearly as possible, at the point of entrance of the service pipe to the building. The Customer shall provide and maintain a clean, dry, warm and easily accessible place for the installation of the meter. The general arrangement shall be in accordance with any directions, either special or general, given by the Utility or its duly authorized agent, in reference to the security, safety or necessary easy accessibility of the same.

(1) The Utility will furnish the meter and copperhorn.

(2) Meters once set may be changed in location at the request of the Customer, only at his expense, and the work may be done only by an agent of the Utility.

(3) Meters one and one-half (1½) inches and larger shall be installed according to a sketch of typical installations which shall be obtained from the Office of the Utility. A properly valved and sealed bypass around all meters larger than one and one-half (1½) inches shall be provided by the Customer.

- d. Meter Boxes When the Customer fails or neglects to furnish a suitable location for a meter inside his building or where for other reasons it is necessary or expedient to locate the meter in an underground box or vault, the Customer shall bear the expense of same. Any relocation of such underground box or vault shall be at the Customer's expense.

- e. Outside Reader. All Customers requiring a new service shall be required to have an outside reader for their meter. The outside reader shall be installed in a place on the premises acceptable to the Utility.

The outside reader shall be supplied, installed and owned by the Utility.

- f. Repairs. Meter repairs or replacements necessitated by ordinary wear will be paid for by the Utility; those caused by freezing, hot water, or by other fault of the Customer shall be charged to the Customer.
- g. Auxilliary Meters. If auxilliary or additional meters are desired by the Customer for recording subdivision of the service, such meters shall be furnished, installed, maintained and read by the Customer. The Utility recommends that such meters purchased by the Customer be of the same make as meters furnished by the Utility.
- h. Non-registering Meters If a meter fails to register or is removed for the purpose of making repairs, the bill for the period of non-registration shall be based upon an average of the amount registered over similar periods preceding or subsequent thereto.
- i. Meter Testing. Meters will be tested before installation. Thereafter, all meters will be tested in accordance with the meter testing rules and regulations of the New Hampshire Public Utilities Commission. If a meter test is requested by a Customer during a time period less than that required by the N.H.P.U.C., the costs shall be borne by the Customer if the test shows that the meter is performing within the required accuracy. If the test indicates that the meter is recording more than the allowed percentage, the costs shall be borne by the Utility. Costs shall include charges for removing and replacing the meter.

ARTICLE 5. Hot Water Tanks.

All Customers having direct pressure hot water tanks or appliances shall place proper automatic vacuum, temperature, and pressure relief valves in the pipe system to prevent

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any damage to such tanks or appliances should it become necessary to shut off the water on the street mains or service pipe. Service will be provided to such direct pressure installations only at the Customer's risk and in no case will the Utility be liable for any damage occasioned thereby.

ARTICLE 6. Use of Water.

- a. Waste and Leaks. The Utility shall determine what constitutes waste or improper use and will restrict the same when necessary. The Customer shall be responsible for all leaks and waste of water on his property and shall make payment for all water registered by the water meter. The Utility hereby neither assumes nor recognizes any part of the care or responsibility for any water fixtures, or of the use or waste of water on any metered premises. Any omission or delay of the Utility or its agents in sending a courtesy notice to any Customer or property owner regarding a wrong or wasteful condition shall not be construed as implying or involving any such care or responsibility.
- b. Restricted Use. When necessary to conserve supply, the Utility may restrict or prohibit the use of water.
- c. Fraudulent Use. the bypassing of water around meters, or tampering with any meter, or any other use of unmetered water (except for fire-fighting purposes) will be deemed a fraudulent use. Water service will be discontinued immediately on evidence of fraudulent use and payment for such quantities of water as the Utility shall estimate to have been fraudulently used shall be charged.

The piping and selling of water by a Customer to another property shall be considered a fraudulent use of water

The existence of an unsealed bypass valve shall be considered a fraudulent use of water.

ARTICLE 7. Connections With Other Systems.

- a. Cross-Connections. No cross-connection between the public water supply system with any other system will be allowed unless protected by a system specifically designed for this purpose, and the connection is approved by the the State of New Hampshire.

No connection capable of causing back-flow between the public water supply and any plumbing fixture, device or appliance, or between any waste outlet

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or pipe having direct connection to waste drains will be permitted. If the Utility discovers such a connection, service will be discontinued immediately.

All Customer units shall be protected with a device commensurate with the degree of the potential hazard. All such devices shall be located at the service entrance and all water consumption within the premises shall pass through the protective device.

The Utility reserves the right to (1) require frequent inspections of the Customer's building or premises to ensure that the plumbing has been installed in such a manner as to prevent the possibility of pollution of the potable water supply of the Utility by the plumbing; (2) require the purchase and installation of approved protective devices located at the service entrance to the premise(s) as may be required to protect the potable water supply from potential cross-connections; (3) require periodic inspection, testing, and necessary repair of all such protective devices, the frequency of which will be dependent upon the degree of potential hazard, and (4) terminate service upon failure to comply with any of the above requirements.

- b. Interconnections, No interconnections with other systems shall be made unless said secondary source satisfies all respects of RSA Chapter 149 and other State Laws and Regulations pertaining thereto.

ARTICLE 8. Tampering.

All curbs, valves, hydrants, meters, etc., which are property of the Utility shall not be opened by any person other than one duly authorized by the Utility

ARTICLE 9. Billing and Payment for Service.

- a. Bills for water service shall be rendered quarterly and are due and payable upon presentation.
- b. Failure of a Customer to receive his bill does not relieve the Customer of the obligation of its payment, payment of late charges, or the consequences of non-payment.

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- c. In the event that the Utility's representative cannot readily gain access to the Utility's meter on his regular appointed rounds, or in the event that the water meter postcard furnished by the Utility is not returned within a reasonable time, the Utility will make a best estimate of the consumption that might be registered by the meter since the last time the meter was read, and so bill and charge the Customer for the period based upon that estimate.

There shall be no more than two (2) consecutive estimated bills, and after the second such bill has been prepared the Customer must, upon the request of the Utility, provide safe access to the meter so that the next bill will be based upon an actual meter reading. Failure of the Customer to provide the requested access to his property may result in the disconnection of water service to the Customer's premises.

- d. Whenever a Customer wishes to have his service contract terminated or his water service discontinued because of vacancy, change in ownership or for any other reason, he must notify the Office of the Utility. In the absence of notification to the Utility, the full rates shall continue to be charged to the Customer.

It shall be the responsibility of the Customer to notify the Office of the Utility of any change in ownership of his property. Failure to report a change shall not relieve the Customer from payment of water bills assessed against his property.

- e. Whenever a check or draft presented for payment of service is not accepted by the institution on which it is written, a charge of \$5.00 or 5% of the face value of the check or draft, whichever is greater, may be imposed.

ARTICLE 10. Disconnection of Service.

Service may be discontinued without notice for any of the following reasons:

- a, Use of water for purposes other than described in the application for service.
- b. Misrepresentation in the application.
- c. Willful waste of water.
- D. Tampering with Utility property.
- e. For vacancy.
- f. For cross-connecting the Utility's service pipe with any other source unless as stated in Article 7 of the Utility's Terms and Conditions.

ARTICLE 11. Charges for Disconnection or Reconnection of Service.

A charge of ten (10) dollars shall be made when water service or private fire protection is turned off or turned on for any reason including, but not limited to, the reasons specifically listed above.

ARTICLE 12. Right of Access.

Any authorized Utility representative shall have the right and be permitted access at any reasonable time to inspect the plumbing, fixtures or appliances supplied with water. Said representative shall have the right, also, to set, read, remove, replace, or repair meters and readers, and to enforce the Utility's Terms and Conditions.

ARTICLE 13 Electrical Ground Wires.

No ground wires from any source whatever shall be attached to any water pipe inside or outside the building at any point other than at the point of entrance of the service pipe to the premises and on the street side of the entrance shut-off.

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ARTICLE 14. Air Conditioning.

No water-cooled air conditioning, water-cooled refrigeration or water-operated equipment may be installed unless provision is made for the recovery and reuse of the water.

ARTICLE 15 Extensions of Main Lines.

Main extensions shall include the mains, fittings and services to the property line, gate valves and hydrants. Hydrants will be supplied by the Utility at no cost.

Extensions of existing mains made upon petition will be subject to the following conditions and requirements:

- a. Such extensions shall be installed by, or under the supervision of the Utility. Such extensions shall conform to the Utility's specifications and, when accepted, shall become the property of the Utility.
- b. Highways and streets in which an extension is to be located shall have been laid out, grades and lines established, rough graded and officially approved by the Municipality to be a public highway or street.
- c. The size of pipe for extensions shall be determined by the Utility in accordance with conditions surrounding the extension including fire protection and the possibility of future expansion.
- d. A complete plan of an extension shall be submitted by the Petitioner to the Utility for approval before construction is started.
- e. If a main extension is installed by the Utility in response to a petition, the work will be performed under an arrangement known as a "Contribution-in-Aid of Construction". Under this arrangement, the Petitioner(s) shall deposit with the Utility a certified check sufficient to cover the estimated cost of construction.

Estimated construction costs of main extensions will be based upon the average cost per foot of main pipe extensions, 6-inches and larger in size, constructed during the preceding year adjusted by inclusion of costs of extensions built during the current year.

- f. Developers of large tracts of land may be required to perform the installation of the main extension under special agreement. Inspection of such work shall be provided by the Utility and the costs of such inspections shall be paid by the Petitioner(s). The Utility shall not require a deposit to cover estimated cost of construction.

The Utility assumes no liability for damage to persons or to property caused by said water main until final acceptance which shall be two (2) years after completion of the pipe contract, and the developer shall be liable for all costs of maintenance during that period.

- g. After completion of the construction, the Petitioner(s), with the following exception, will be rebated the actual cost of construction for twenty-five (25) feet per customer served within three (3) years after completion fo the extension. Exception: there will be no rebate to a developer for an extension to serve a sub-division.
- h. For the purposes of this section, each service connection installed to serve a permanently installed structure will be considered as one customer.
- i. After completion of the main extension and the acceptance of the highway in which it is located by the Town of Hanover, the Petitioner (s) will be rebated a fire protection allowance as determined below:

The amount of the allowance applicable to Fire Protection will be determined by capitalizing the inch-foot charge for the extension (in excess of twenty-five (25) feet per customer if a rebate is granted under Article 15-g) at fifteen (15) percent per annum.

ARTICLE 16. Winter Construction

Main extensions and new services shall normally be installed during the period of the year from April 15 to November 15, frost and weather permitting.

For any installations of main extensions and new services between November 15 of one year and April 15 of the following year, the Petitioner (s) requesting such installations shall be liable for all extra expenses incurred in additon to those cited in Article 15-e which may be due to frost and weather conditions and, also, maintenance of the excavation until final paving may be installed.

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Third Supplemental Order  
No. 16,446 in Case DR 82-319  
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Issued by: Edward S. Brown  
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Title: Executive Vice-President



Hanover Water Works Company

N.H.P.U.C. No. 7 - **WATER**  
7th Revised Page No. 15  
In lieu of 6th Revised Page No. 15

**Terms of Payment:**

Bills under this rate are net, will be rendered on January 1st, April 1st, July 1st, and October 1st; and are due and payable on presentation.

Note: These rates are subject to change.

Issued in accordance with  
NHPUC Order No. 20,085  
In Case DR 90-105  
Effective: 10/15/90

Issued by: *Edward S. Brown*  
Edward S. Brown  
Title: Executive Vice-president

**HANOVER WATER WORKS COMPANY**  
**GENERAL SERVICE - UNMETERED**  
Classification “G - U”

Availability:

The Company no longer provides water service on an unmetered basis.

Issued: June 30, 2007

Issued by   
Michael Ahern  
Title: Assistant Treasurer

Effective: October 13, 2006

(Authorized by NHPUC Order No. 24,759 in Case No. DW 06-099 dated June 7, 2007)

Hanover Water Works Company

**N.H.P.U.C. No. 7--WATER**  
6th Revised Page No. 17  
In lieu of 5th Revised Page No. 17

**INFORMATION TO BE FOUND ON PAGE 16**

**HANOVER WATER WORKS COMPANY**  
**FIRE PROTECTION - MUNICIPAL**  
Classification “FP - M”

**Availability:**

This schedule is applicable to fire protection supported by municipal taxation within the Company’s territory.

**Character of Service:**

The Company will exercise due effort to maintain at all times the normal pressures on the distribution system, but the Company shall not be held liable for the failure of either the supply or distribution division of its system to furnish its normal quantity of water at adequate pressure when the failure is due to the elements, natural causes, breaks, leaks, unusual or recurrent drafts, or the excess or unlawful use of water.

**Rates:**

The annual charge for municipal fire protection services shall be made up of two (2) parts as follows:

1. Hydrant Charges:

For each municipal hydrant in service connected to the Company’s distribution system prior to the effective date of this tariff and for each municipal hydrant added to the Company’s distribution system, subsequent to the effective date of this tariff.

For each hydrant: \$398.303

2. Inch-Foot Charge:

The number of each municipal inch-foot units is derived by multiplying the number of linear feet of pipe of each diameter (six inches and larger) in the Company’s distribution system (excluding those guaranteed extensions lying outside the boundaries of the municipality) by the diameter in inches.

The number of inch-foot units shall be determined as of January 1st each year and shall be the basis for deriving the inch-foot charge for the entire year.

For each inch-foot \$0.216

**Terms of Payment:**

Bills under this rate are net, will be rendered on January 1st, April 1st, July 1st, and October 1st; and are due and payable upon presentation.

Issued: June 30, 2007

Issued by



Michael Ahern

Title: Assistant Treasurer

Effective: October 13, 2006

(Authorized by NHPUC Order No. 24,759 in Case No. DW 06-099 dated June 7, 2007)

**HANOVER WATER WORKS COMPANY  
FIRE PROTECTION - NON-MUNICIPAL**  
Classification "FP - NM"

**Availability:**

This schedule is applicable to fire protection other than municipal, such as hydrants located outside the municipality, fire hose outlets and sprinkler systems, connected to the Company's Distribution System.

**Character of Service:**

The Company will exercise due effort to maintain at all times the normal pressures on the distribution system, but the Company shall not be held liable for the failure of either the supply or distribution division of its system to furnish its normal quantity of water at adequate pressure when the failure is due to the elements, natural causes, breaks, leaks, unusual or recurrent drafts, or the excess or unlawful use of water.

**Rates:**

Each Non-Municipal Hydrant	\$1,685.328
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The above rate for non-municipal hydrants consists of a hydrant rental and an additional fire protection charge to support the investment in oversized mains and plant necessary for the system to provide private fire protection service.

Each Private Hose Outlet	\$ 4.711
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Each Sprinkler Head	\$ 0.920
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Issued: June 30, 2007

Issued by:   
Michael Ahern  
Title: Assistant Treasurer

Effective: October 13, 2006

(Authorized by NHPUC Order No. 24,759 in Case No. DW 06-099 dated June 7, 2007)

**HANOVER WATER WORKS COMPANY  
GENERAL SERVICE – METERED SURCHARGE**

**DELETE**



Effective: January 1, 2000  
(Authorized by NHPUC Order No. 23,435 in Case No. DW 99-113 dated March 28, 2000)