

**NHPUC No. 1 - Water**

**ABENAKI WATER COMPANY, INC.**

**Tioga - Gilford Village**



**THE STATE OF NEW HAMPSHIRE**

Issued: May 28, 2019  
Effective: April 30, 2019

Authorized by NHPUC Order No. 26,231 in DW 18-108 dated March 28, 2019.

Issued by: Pauline Doucette  
Title: President

*Pauline Doucette, President*

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## SERVICE AREA

The territory authorized to be served by Abenaki Water Company and to which this tariff applies is as follows:

A limited area in the Town of Gilford, New Hampshire, and as more specifically shown on a map filed separately with the commission and incorporated in this tariff by reference.

## TERMS AND CONDITIONS

### 1. Service Extensions:

Extensions will be made to existing mains provided:

- A.) The highway in which extension is to be located has established grades and has been dedicated to public use.
- B.) The investment charge is divided equally among customers concerned, to be assumed by new owner or tenant upon transfer of property or lease, but subject to proportionate reduction as new service pipes are connected by the extension.
- C.) In addition, an extension on private property may, at the discretion of the water company be made if:
  - Access along a public highway or street is no feasible: and
  - The prospective customer(s) provide, without expense or cost to the company, the necessary easements, permits or consents providing the company with suitable legal rights for the construction, maintenance, and operation of pipe lines, and equipment including the right to excavate whenever necessary.

### 2. Applications for service:

Application for service should be made to:

Abenaki Water Company  
32 Artisan Court #2  
Gilford, NH 03249

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**3. Service Pipe:**

The utility will install and maintain the service pipe from the main to the property line. Each customer will provide and maintain the service pipe from the property line, and will install a stop and waste valve easily accessible and located inside the service entrance. Such installations shall be made in a manner, and of material approved by the utility.

**4. Pipes and Fixtures:**

All piping and fixtures of the customer shall be maintained by the customer in good repair free from leaks and protected against freezing. 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 request, undertakes to thaw the same, one half of the cost thereof shall be paid by the customer.

**5. Use of Water:**

All persons shall avoid unnecessary waste water. They shall not allow water to run to prevent freezing or longer than necessary for proper use. The company shall determine what constitutes waste or improper use and will restrict the same when necessary.

**6. Restricted Use:**

When necessary to conserve supply, the company may restrict or prohibit the use of a hand hose, and lawn sprinklers. For any violation of the restricted use clause, the company reserves the right to disconnect the service, without notice, to customer and may charge a reconnection fee of \$40.00 Such restricted use notice will be filed with the commission.

**7. Stoppage and Damage:**

The water may be shut off for repairs or construction by a representative of the utility, in which case reasonable endeavor will be made to notify the customers affected. The utility shall not be responsible for any damage caused by periodic cleaning of pipes, opening or closing of valve or any other cause due to no lack of reasonable care on the part of the utility.

**8. Billing:**

Bills will be rendered periodically in accordance with the "Terms of Payment" specified in the rate schedule and are due and payable upon presentation.

**9. Deposit:**

The utility reserves the right to require a deposit in accordance with PUC 1203.03.

**10. Connection and Reconnection:**

A.) A charge of \$40.00 shall be made for turning water on or off at the customer's requests. The charges shall be \$80.00 if requested after regular working hours.

B.) If a bill for service is unpaid and no arrangements for payment are made 30 days after it has been rendered, the utility reserves the right to disconnect the service after 12 days written notice to the customer in accordance with PUC 1203.11. Reconnections will not be made until all previous charges for water have been paid, plus the reconnection fee of \$40.00.

**11. Disconnection:**

A.) Service may be disconnected for nonpayment of a bill subject to the regulations of the Public Utilities Commission and;

B.) Service may be disconnected without notice for any of the following reasons and in accordance with PUC 1203.11:

1. Willful waste of water
2. Tampering with Company property
3. Vacancy of the premises
4. Cross-connecting the Company's service with any other supply source
5. Violation of restricted use rules properly made by the water company

**12. Meters:**

A.) All customers shall be metered and an individual meter shall be required for each premises and for each separate service connection where practicable.

B.) All meters will be furnished by and remain the property of the Company, which reserves the right to stipulate the size, type and make of meter to be used, as well as the location of the setting.

C.) When possible, the meter will be set in the basement in a convenient place to control the entire supply. Where this is impossible or impracticable, it may be set at the property line or at some other location designated by the Company. All expense in connection with the proper housing shall be borne by the customer.

D.) All meters shall be maintained by and at the expense of the Company in so far as ordinary wear and tear are concerned, but the customer will be held responsible for damage as a result of freezing, hot water, or other external causes. When such damage occurs, the Company will

furnish and set another meter to replace the one frozen or otherwise damaged, and the cost of such repairs including replaced parts, labor, and transportation charges as are necessary shall be paid for by the customer.

E.) The quantity recorded by the meter shall be taken to be the amount of water passing through the meter, which amount shall be accepted as conclusive by both the customer and the Company, except when the meter has been found to be registering inaccurately, or has ceased to register. In such cases, the quantity may be determined by the average registration of the meter in a corresponding past period when in order, by the average registration of the new meter, whichever method is representative in the opinion of the Company of the conditions existing during the period in question.

F.) The Company reserves the right to remove and to test any meter at anytime and to substitute another meter in its place. In the case of a disputed account involving the question as to the accuracy of the meter, such meter will be tested by the Company upon request of the applicant. The fee for testing such meters will be \$40.00 and payable in advance of the test.

G.) In the event that the meter so tested is found to have an error in registration in excess of three percent (3%) at any rate of flow within normal test flow limits to prejudice of the customer, the fee advanced for testing will be refunded and the current bill rendered, based on the last reading of such meter. This correction shall apply to both over and under registration.

H.) The customer shall permit no one, not an agent of the Company, to remove, inspect, or tamper with the meter or other property of the Company on his/her premises. The customer shall notify the Company, as soon as it comes to his/her knowledge, of any injury to, or cessation in registration of the meter.

GENERAL SERVICE- METERED

Rate Schedule - "GM"

**AVAILABILITY:**

This schedule is available to all metered water service in the franchise area.

**CHARACTER OF SERVICE:**

Water will be furnished and maintained at the normal operating pressure of not less than 20 psi nor more than 125 psi at the service connection.

**RATES-MONTHLY**

Fixed Monthly Charge:	\$11.99 per unit
Consumption Charge:	\$0.005467 per gallon

**TERMS OR PAYMENT:**

Bills under this rate schedule are net, will be rendered monthly. The bills are due and payable upon presentation. If payment is not made within 30 days from the postmarked date, disconnect action may be taken in accordance with regulations of PUC 1203.11. If a check is returned to the Company, the charge shall be no less than \$5.00 or the Company's cost to recovery.

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Issued by: 

Title: President

