

Policy on Emergency Repairs to Private Water Lines Served by the Town's Water Department

1. Purpose:

The Shelburne Water Department is responsible to turn water service off to private lines under emergency conditions and to oversee the repairs made. This policy is intended to set forth procedures and guidelines for notifying and shutting water off to private lines under emergency conditions.

2. Provisions:

As a minimum, the following shall be applied to all private extensions of water lines in the Town of Shelburne Water system.

a. Private extensions will provide the Water Department with two contact names and any associated telephone/text numbers and email addresses so they can be reached in the event of an emergency.

b. The Water Department will decide if the emergency needs to be dealt with immediately, or if possible, to wait until normal working hours if a problem is found after normal hours.

c. While the owner(s) of the private line – via the contact names - will be initially responsible to contact a repair contractor of their choice, but if the Water Department is not contacted by that contractor within one hour and/or determines that the private owner(s) contractor is not qualified to make the necessary water system repairs, the Water Department may select the contractor to make such repair.

d. Should the Water Department have an agreement or contract with a particular contractor, preference should be given to them to make repairs.

e. In the event that the owner(s) of the private line chooses to use the Water Department contractor but the contractor only wants to bill the Town, and not the owner(s), the owner(s) understand that the Town will re-bill owner(s) at a later date, and that the owner(s) are responsible for reimbursing the Town in full.

f. All costs incurred by the Town of Shelburne Water Department to repair a private water line shall be borne by the owner(s) of that line.

g. All work must be done in accordance with all Town and State specifications.

h. Town of Shelburne Water Department personnel will be responsible for the operation of all control valves to the private line, approve repairs made, and operate valves to maintain water service.

i. All time spent by Water Department personnel will be billed to the owner(s) of record at the rates set by the Board of Commissioners.

j. When repairs are made by a contractor selected by the owner(s), the Water Department reserves the right to oversee and manage such repairs, and to add conditions or requirements as deemed appropriate and necessary to protect the integrity of the water system, all at the Water Department's sole discretion.

k. Failure to abide by all provisions of this policy may result in shutoff of water service on this private line, or other remedies as deemed appropriate and necessary, to ensure safe and proper repairs.

APPROVED BY THE TOWN OF SHELBURNE WATER COMMISSION ON APRIL 5, 2021