

FRANKLIN DEPARTMENT OF PUBLIC WORKS

257 FISHER STREET
FRANKLIN, MA 02038

WATER USE RULES AND REGULATIONS

NOVEMBER 2025

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PURPOSE

These Rules and Regulations are intended to protect the public health, safety and welfare and to ensure proper and safe operation of the Town of Franklin's water system.

DEFINITIONS

Air Gap. A vertical, physical separation between the end of a water supply outlet and the flood-level rim of a receiving vessel. This separation must be at least twice the diameter of the water supply outlet and never less than one inch. An air gap is considered the maximum protection available against backpressure backflow or backsiphonage.

Approved. Accepted by the Director of Public Works or designee as meeting an applicable specification stated or cited in this regulation, or as suitable for the purpose use.

As-Built Drawings. Detailed drawings prepared and sealed by the Design Engineer upon completion of construction, which show actual construction and field dimensions, elevations, details, changes made to the construction drawings by modification, details which were not included on the construction drawings, and horizontal and vertical locations of underground utilities which have been impacted by the utility installation.

Auxiliary Water Supply. Any water supply on or available to the premises other than the Town's approved public potable water supply.

Backflow. The undesirable reversal of flow of non-potable water or other substances through a cross-connection and into the piping of a public water system or consumer's potable water system.

Backpressure Backflow. Backflow caused by a downstream pressure that is greater than the upstream or supply pressure in a public water system or consumer's potable water system. Backpressure (i.e., downstream pressure that is greater than the potable water supply pressure) can result from an increase in downstream pressure, a reduction in the potable water supply pressure, or a combination of both. Increases in downstream pressure can be created by pumps, temperature increases in boilers, etc. Reductions in potable water supply pressure occur whenever the amount of water being used exceeds the amount of water being supplied, such as during water line flushing, fire fighting, or breaks in water mains.

Backsiphonage. Backflow caused by a negative pressure (i.e., a vacuum) in a Public water system or consumer's potable water system. The effect is similar to drinking water through a straw. Backsiphonage can occur when there is a stoppage of water supply due to nearby fire fighting, a break in a water main, etc.

Backflow Preventer. A means or mechanism designed to prevent backflow or backsiphonage.

Contamination. Impairment of the quality of the potable water by sewage, industrial fluids, waste liquids, compounds or other materials to a degree which creates an actual hazard to the public health through poisoning or through the spread of disease.

Cross-Connection. Any temporary or permanent connection between a public water system or consumer's potable (i.e., drinking) water system and any source or system containing non-potable water or other substances. An example is the piping between a public water system or consumer's potable water system and an auxiliary water system, cooling system or irrigation system.

Cross-Connection Control. A connection between a potable water system and a non-potable water system, with an approved backflow prevention device properly installed, that will continuously afford the protection commensurate with the degree of hazard.

Curb Stop. A water service shutoff valve located in a water service pipe near the curb and between the water main and the building.

Director (of Public Works). The individual employed by the Town of Franklin holding the title of Director of Public Works, or his or her designees, invested with the authority and responsibility for the implementation and enforcement of the provisions of these Rules and Regulations.

Double Check Valve Assembly (DC). A mechanical backflow preventer that consists of two independently acting, spring-loaded check valves. It includes shutoff valves at each end of the assembly and is equipped with test cocks. A DC is effective against backpressure backflow and backsiphonage but should be used to isolate only non-health hazards.

Eligible Extension. A location shown on the current Water System Map as eligible for a water extension permit under the Town of Franklin Bylaw, Chapter 179, Article II. An extension deemed eligible shall not be entitled to a permit unless all other requirements of Bylaw Chapter 179 and other pertinent regulations have been satisfied. The depiction of an extension as eligible shall not be construed as a representation that the Town of Franklin shall set aside funds for the construction of said extension.

Hazard, Degree of. The evaluation of the potential risk to public health and the adverse effect of the hazard upon the potable water system.

Industrial Fluids System. Any system containing a fluid or solution, which may be chemically, biologically or otherwise contaminated or polluted in a form or concentration such that it would constitute a health, system, pollutional, or plumbing hazard if introduced into the potable water system.

Licensed Drain Layer. Any person or contractor constructing, installing or repairing a water service connection on private property who is licensed by the Director of Public Works or designee, in the Town of Franklin. See the Town of Franklin Bylaw, Chapter 139, Article III, §139-5 for licensure details.

Pressure Vacuum Breaker Assembly (PVB). A mechanical backflow preventer that consists of an independently acting, spring-loaded check valve and an independently acting, spring-loaded, air inlet valve on the discharge side of the check valve. It includes shutoff valves at each end of the assembly and is equipped with test cocks. A PVB may be used to isolate health or non-health hazards but is effective against backsiphonage only.

Reduced Principle Assembly (RP). A mechanical backflow preventer that consists of two independently acting, spring-loaded check valves with a hydraulically operating, mechanically independent, spring-

loaded pressure differential relief valve between the check valves and below the first check valve. It includes shutoff valves at each end of the assembly and is equipped with test cocks. An RP is effective against backpressure backflow and backsiphonage and may be used to isolate health or non-health hazards.

Residential Dual Check Valve (rdc). A mechanical backflow preventer consisting of two independently acting, spring-loaded check valves. It usually does not include shutoff valves, may or may not be equipped with test cocks or ports, and is generally less reliable than a DC. A rdc is effective against backpressure backflow and backsiphonage but should be used to isolate only non-health hazards and is intended for use only in water service connections to single-family homes.

Rules and Regulations. This document and all subsequent changes, amendments, or additions thereto.

Second Meters. Meters that are non-revenue producing meters. The use of second meters is as set forth in the Town of Franklin Bylaw, Chapter 179, Article I, §179-2. Second meters are no longer permitted in the Town of Franklin.

Town of Franklin Bylaws. The collection of laws adopted by the Town of Franklin that are enforceable within the Town by local authorities. Please note: the Town of Franklin Bylaws are subject to change, and all references within these Rules and Regulations to the bylaws are current to the publication of this document. Should any conflicts exist between these Rules and Regulations and the Town of Franklin Bylaw, the bylaw shall be the prevailing authority.

Water Use Restriction. An enforceable declaration by the Town of Franklin whenever it is determined that the health and safety of the residents of Franklin requires restricted use of nonessential water.

Water – Non-Potable. Water which is not safe for human consumption or which is of questionable potability.

Water – Potable. Water from a source that has been approved for human consumption.

Water Service Connection. The pipe connecting a building's plumbing system to the potable water system. Service connection shall also include water service connection from a fire hydrant and all other temporary or emergency water service connections from the public potable water system.

Water User. Any individual person, company or association owning or operating a facility or building which is connected to the Town of Franklin's water system.

Water Connection Permit. The document issued by the Town of Franklin Department of Public Works, as set forth in Town of Franklin Bylaw, Chapter 179, Article II, §179-9A.

Water Extension Permit. The document issued by the Town of Franklin Department of Public Works, as set forth in Town of Franklin Bylaw, Chapter 179, Article II, §179-9A.

Water System Map. The Water System Map most recently filed with the Town Clerk and adopted by the Franklin Town Council to define the municipal water system to include existing water main lines, public

wells, water tanks, pump or booster stations and private water mains; and unbuilt water main extensions eligible for a water extension permit; and unbuilt pump or booster stations eligible for a water connection or extension permit. The Water System Map may be amended from time to time by the Town Council in accordance with the procedures set forth in the Town of Franklin Bylaw, Chapter 179.

SECTION 1 – AGREEMENT

These regulations and all subsequent changes, amendments, or additions thereto shall be considered part of the agreement and contract with every water user. Violation of these regulations or evidence of fraud or abuse of equipment shall be deemed sufficient cause for termination of water service in accordance with Massachusetts General Laws Chapter 40 Sections 42A through 42I.

SECTION 2 – MODIFICATIONS

The Town Council, in their role as the Board of Water Commissioners, reserves the right to change or amend these Rules and Regulations, and make additions thereto or exceptions therefrom, at any time without advance notice, and to establish and assess penalties for violations, including the right to suspend or terminate water service.

SECTION 3 – RIGHTS & RESTRICTIONS

A. Rights of Access

1. Agents or representatives of the Franklin Department of Public Works shall have free access to all premises and apparatus supplied with water to ascertain the quantity of water used, the manner of its use, type of fixtures used, and whether there is unlawful waste.
2. Duly authorized representatives of the Franklin Department of Public Works may inspect the property or the facilities of any water user (including facilities under construction) to ascertain compliance with these regulations. Properly identified Franklin Department of Public Works representatives shall be granted ready access to premises where water service pipes or fire pipes are located at all reasonable times during normal business hours as posted at the Franklin Department of Public Works; and at such other times as the Franklin Department of Public Works reasonably suspect that a violation of the regulations may be occurring. Franklin Department of Public Works personnel shall be granted access to such parts of the premises to enable inspection, observation, measurement, sampling, or testing of the follow:
 - a. buildings;
 - b. cross connections and backflow preventers;
 - c. fire pipes;
 - d. meters;
 - e. water quality;
 - f. water service pipes;
 - g. water use; or
 - h. other facilities that the Franklin Department of Public Works reasonably believes may be contributing to a violation of these Rules and Regulations.

B. Consequences of Denial of Entry or Access

1. Where a consumer, after having received reasonable notice from the Franklin Department of Public Works, refuses to permit properly identified Franklin Department of Public Works personnel to enter or have access to premises or facilities in accordance with the terms of this section, the Franklin Department of Public Works may forthwith give written notice of a violation of these Rules and Regulations and any action to be taken, up to and including the termination of water service to such consumer.
2. When the Franklin Department of Public Works determines that a) a violation of these Rules and Regulations, or b) any damage to the public water mains, is threatened or occurred, any one or more of the following actions may be taken:
 - a. The Franklin Department of Public Works may shut off water service.
 - b. The Franklin Department of Public Works may issue an order to cease and desist any such violation and may direct the violator(s) as follows:
 - i. To comply with these Rules and Regulations and with the cease and desist order either forthwith or in accordance with a time schedule set forth by the Franklin Department of Public Works; or
 - ii. To take appropriate remedial preventive action in the event of a threatened violation.
 - c. The Franklin Department of Public Works may require the consumer in question to submit a detailed schematic plan and time schedule showing the specific actions to be taken in order to prevent or correct a violation. The Franklin Department of Public Works may modify such schematic and time schedule, or require such other actions within such times, as the Franklin Department of Public Works deems appropriate.
 - d. The Franklin Department of Public Works may take direct enforcement action by filing suit in any court of competent jurisdiction pursuant to any applicable statute or regulation.

C. Restrictions

1. The Town Administrator, on behalf of the Town of Franklin reserves the right to impose a Water Use Restriction, placing restrictions on nonessential use of municipal water, per the Town of Franklin Bylaw, Chapter 179, Article VI, §179-12. A Water Use Restriction shall restrict the use of sprinklers, or other automatic watering devices to water lawns, and washing vehicles or filling swimming pools or such nonessential municipal water use as specified by the Town Administrator in declaring the Water Use Restriction. The Town of Franklin reserves the right to assess fines to violators as detailed in Chapter 179, Article VI, §179-12.
2. The Town Administrator, on behalf of the Town of Franklin reserves the right to impose water use restrictions on parts of the Town if he deems it necessary for the purpose of maintaining adequate pressure for fire protection or for conservation of water.
3. The Franklin Department of Public Works reserves the right to refuse or curtail service wherever excessive demand for water results in inadequate service to others.

4. The Franklin Department of Public Works reserves the right at any time without notice to shut off the water in the mains for the purposes of making repairs, extension or for other necessary purposes.
5. No private well or water supply shall be connected to the Town water service, until the requirements of these Water Rules and Regulations have been satisfied.

D. Liability

1. The Town does not guarantee constant pressure or uninterrupted service, nor does it assure the consumer either a full volume of water or the required pressure per square inch necessary to effectively operate hydraulic elevators, sprinkler systems, or other appliances; the same being subject to all variable conditions during the use of water from the Town mains.
2. No customer shall be entitled to damages, or to have payment refunded, for any interruption of supply occasioned by:
 - a. accident;
 - b. shutting off for the purpose of additions or repairs; or
 - c. stoppage or shortage of supply outside the control of the Franklin Department of Public Works, such as excessive drought, excessive use of water by other water users, water loss from leaks or defects in the pipes or appliances, or water loss from pipes and appliances owned by the consumer or other consumers.
3. The Town will not be responsible for damages caused by discolored water resulting from the opening or closing of any valve for repairs or system maintenance; the use of any hydrant, for emergency use or otherwise; or the breaking of any pipe or any other situation that may result in a discoloration of the water.
4. The Town is not responsible for any damage to pipes or other property which may be attributed to electrical ground wires attached to water pipes.

SECTION 4 – GENERAL CONDITIONS

A. Ownership and Maintenance of Water Services

1. Water services from the building to the curb stop, whether located on public or private property, are owned by the owner of the premises served. In the case where more than one premise is connected to the same water service between the curb stop and the buildings served, the owners of the respective premises shall be jointly and severally responsible for the maintenance and repair of the water service.
2. The owner of a water service shall at all times keep such water lines in good repair so as not to cause water leaks which could lead to damage to property and lost water.

3. The owner shall maintain, repair, modify, or replace an existing water services whenever it is determined by the Franklin Department of Public Works that such services may endanger public health, create a public nuisance, result in public or private property damage, harm the Town of Franklin's water system, or impair drinking water quality and in such other circumstances as the Franklin Department of Public Works deems appropriate.
 4. Water service lines from the curb stop to the building shall be maintained, repaired, modified, or replaced at the owner's expense.
- B. Hydrants, valves or other water system infrastructure shall be operated by Franklin Water Department personnel only.
 - C. No gas line or other utility (not including sewer main or sewer service connections) shall be installed within three (3) feet of any water pipe.
 - D. No sewer main or sewer connection shall be installed closer than ten (10) feet horizontally of any water service pipe or water main. No sewer main or sewer connection shall be installed closer than eighteen (18) inches vertically of any water service pipe or water main. Concrete encasement of the water main(s) or water service(s) may be authorized by the Franklin Department of Public Works on a case-by-case basis when required vertical or horizontal separation is demonstrated to not be possible.
 - E. The Franklin Department of Public Works is not responsible for providing water for service to or filling of private swimming pools.
 - F. No person shall tap any water main or connect any service pipe therewith, nor set, take off, or repair meters, nor turn on or off the water from any pipe or hydrant in the system without permission of the Director of Public Works or designee.
 - G. No water user will be allowed to supply water to any other person or families, nor shall any person take or carry away water from any hydrant, water trough, or public fountain, without the consent of the Director of Public Works or designee.
 - H. When water shall be supplied to more than one party through a single tap, the bill of the whole supply furnished through such tap, will be made to the owner of the estate. The owner of the estate shall be responsible for payment in full for any water use at said estate. The owner shall be responsible for reporting unlawful or unintentional alteration or damaging of meter(s) by himself or other parties.
 - I. When two or more parties take water through one service pipe, the provisions in regard to shutting off the water shall apply to the whole supply through that service, although one or more of the parties may be innocent of any cause or offense.
 - J. Any change in the location of a meter shall be by the approval of the Franklin Department of Public Works and at the customers' expense.

- K. The Town of Franklin shall be responsible for all tubing, valves, fittings, and appurtenances associated with each water service up to and including the curb stop and box. The property owner/customer is solely responsible for any portion of the water service from the curb stop through the building foundation. Leaks or breaks on water services located from the curb stop to the meter are the sole responsibility of the property owner.
- L. All water meters up to 1-inch shall remain the property of the Town of Franklin. Water meters above 1-inch shall remain the property of the property owner.
- M. All new multi-family units (duplexes, condos, etc.) shall have a dedicated water service, curb stop, and meter for each unit at the discretion of the Department of Public Works.

SECTION 5 – APPLICATION FOR SERVICE

- A. All applications for service connections and the use of water must be made in writing to the Franklin Department of Public Works on the form furnished by the Town and available at the Department of Public Works, 257 Fisher Street Franklin, MA, and online at the Town of Franklin website: www.franklinma.gov. There shall be an application fee and separate fees for connection and inspection of the service, which is designated in the Water and Sewer Rate Schedule and subject to change annually.
- B. Applications and permits required by these Rules and Regulations are in addition to applications and permits that may be required by other federal, state, and local laws or regulations. The following applications and permits are required by these Rules and Regulations and issued by the Franklin Department of Public Works as they apply:
 - 1. Application for License to Install Water Pipe in the Town of Franklin
 - 2. Water Service Application
 - 3. Application for Water Connection or Extension Permit
 - 4. Trench Permit
 - 5. Street Opening Permit Application
 - 6. Community Assistance Intake Form
- C. All applicants for permits must be Licensed Drain Layers. The requirements for becoming a Licensed Drain Layer are provided in the Town of Franklin Bylaw, Chapter 139, Article III, §139-5.
- D. The Director of Public Works or designee shall approve the size and material of service pipes prior to installation.
- E. Service lines installed by a private contractor in a public way must be guaranteed for one (1) year from date of acceptance, and meet all requirements pertaining to private contractors.
- F. All water lines installed on public or private property must be inspected and approved by the Franklin Department of Public Works before it is backfilled.

- G. No new water service will be turned on until the water meter is installed.
- H. No water services shall be installed after December 1st, of each year, or before April 15th of each year, or in frozen ground unless permitted by the Director or designee.
- I. An approved application shall not be assigned or transferred without prior written approval of the Franklin Department of Public Works. After approval of an application assignment or transfer, the permittee shall provide a copy of the approved application to the assignee or transferee.
- J. The Franklin Department of Public Works may modify a permit as deemed necessary or appropriate or as required by local, state or federal law.
- K. A permittee may request reconsideration of the terms and conditions in an issuance, renewal, or modification of a permit issued by the Franklin Department of Public Works, and an applicant may request reconsideration of the denial of a permit by the Franklin Department of Public Works.
- L. A permit shall not be assigned or transferred without prior written approval of the Franklin Department of Public Works. After approval of a permit assignment or transfer, the permittee shall provide a copy of the permit to the assignee or transferee.
- M. These Rules and Regulations shall not be construed to require the Franklin Department of Public Works to permit itself or those in its employ for activities done to carry out the Franklin Department of Public Works' responsibilities under any federal or state laws, regulations or requirements.

SECTION 6 – AUTHORIZED WATER CONNECTORS

- A. Licensed Drain Layers
 - 1. All water main and water service work within the Town of Franklin shall be performed by drain layers licensed by the Town as provided in the Town of Franklin Bylaw, Chapter 139, Article III, §139-5.1.(11).
 - 2. Applicants to become a Licensed Drain Layer are required to pay a filing fee as identified on the application form available directly from the Franklin Department of Public Works office.
 - 3. The Contractor shall NOT perform any work in, on, under, or around streets, sidewalks and property belonging to the Town of Franklin until a License is issued by the Franklin Department of Public Works and the applicant has received written notice that they are approved and are on file at the Department of Public Works Office.
- B. Bonding Requirements
 - 1. The Franklin Department of Public Works shall have the right to require that any person proposing to construct, repair or modify a water main, water service, pump station, meter,

hydrant, fire services, or other water facility connected to the Town of Franklin's water distribution system post a bond in a form satisfactory to the Franklin Department of Public Works and in an amount and for a period of time that the Franklin Department of Public Works deems sufficient to guarantee construction quality and operating performance.

SECTION 7 – WATER RATES AND BILLING

A. Rates

1. The Franklin Department of Public Works shall establish rates and charges for the use of water and reserve the right to change the rates and charges as needed. Rates will be adjusted annually at the start of each fiscal year or as needed to maintain funds needed to operate the water system. Current fees and charges are available at the office of the Franklin Department of Public Works and on the Town of Franklin website: www.franklinma.gov.

B. Billing

1. Billing for water use shall be as provided in the Town of Franklin Bylaw Chapter 179, Article I. Bills will be mailed once every 90 days.
2. Under the Community Assistance Program, eligible head of household residential customers may receive a billing credit equivalent to 50% of the water billing as set forth in the Town of Franklin Bylaw Chapter 82, Article I §82-4.A.
3. Late payment charges shall be as set forth in the Town of Franklin Bylaw Chapter 179, Article I.

SECTION 8 – WATER CONNECTION AND EXTENSION PERMITS

- A. In accordance with the Town of Franklin Bylaw, Chapter 179, Articles II and III, any connection or extension of the Town's existing water distribution system will require issuance of a Water Connection Permit or Water Extension Permit by the Town.
- B. The water connection permit shall be subject to the time limit for use of permit in accordance with the Town of Franklin Bylaw, Chapter 179, Article III, §179-9
- C. Renewal of water service shall require issuance of a Water Renewal Permit.
- D. Water System Map

No water extension permit nor any permit to construct a pump or booster station shall be granted unless such extension is indicated as an eligible extension on the current Water System Map as

may be amended from time to time by the Town Council in accordance with the Town of Franklin Bylaw, Chapter 179, Article III, §179-9.1.

E. Application

1. When applying for either a Water Connection Permit or Water Extension Permit, the applicant shall submit two (2) sets of plans and specifications for review and approval. Plans shall include the location of all proposed service lines to be connected to the Town's water system. Specifications must be in accordance with the Town of Franklin's "Standard Documents for Water Materials and Installation". Any changes will be marked on both sets of plans and specifications and one (1) copy will be retained by DPW, the other copy will be returned to proponent for revisions. After revisions are made, resubmit two (2) revised sets of drawings and specifications to DPW. Subdivisions, industrial and commercial drawings and specifications for water and sewer connection permits are required to be prepared by a Massachusetts Registered Professional Engineer, signed and stamped on each drawing. Excluded from the preparation of drawings by a Massachusetts Registered Professional Engineer are applications for single-family housing or multi-family housing up to four (4) dwelling units and commercial connections with less than five (5) water closets and do not have industrial discharge contaminants.

NOTE: Subdivision connections, industrial connections, commercial connections with five or more water closets and multi-family dwellings with four or more units must submit engineer's calculation of water and sewer flows within the project and the available capacity from the project water and sewer connection tie-in at the Town System.

2. Submit two (2) copies of Water Connection Permit or Water Extension Permit Application, with required attachments, filled out by applicant in its entirety except for the date and signature of approval by Director of Public Works. It is the responsibility of the applicant to obtain signatures of all other required Town departments.
3. Additional bonding may be required if in the opinion of the Director of Public Works or designee that the amount of work that will be performed on publically owned property is greater than what would normally be encountered with a normal highway or road crossing.

NOTE: Copies of bonds to be submitted with application shall list the Town of Franklin as additionally insured on the bond.

4. Submit an application fee made payable to the Town of Franklin for the proper amount for each Water connection or extension. Fees can be found on the most current application form located on the Town of Franklin's website www.franklinma.gov.
5. If a portion or all of the project is proposed to be located on or across property owned by, or which may be transferred to, a new owner or owner other than the applicant, two (2) copies of an easement or right-of-way deed with book and page number showing that it has been recorded in the Registry of Deeds, must be submitted with application.

6. Submit two (2) copies along with application to the Franklin Department of Public Works of an agreement between the applicant or proponent of the project and proponent shall hire a consulting engineer (as approved by the Director of Public Works or designee) to perform full time construction inspection during the construction of all proposed water road installations, including any special conditions that other Town boards have put on the project. This agreement will be reviewed and approved by the Director of Public Works or designee and if any changes are required the applicant or proponent must renegotiate this agreement with the consulting engineer and resubmit the revised agreement to the Franklin Department of Public Works for review and approval. Exempt from this condition; single family dwellings, multi-family dwellings with less than four (4) dwelling units and most commercial developments with less than five (5) water closets.
7. Two (2) copies of the approved Trench Permit and Road Opening Permit Applications must be submitted with the application to connect utilities, if required.
8. Two (2) copies of the approved State Highway Opening Permit must be submitted with the application to connect utilities, if required.
9. If project involves work on or along state-owned right-of-ways or property, these submittals are required. The State Highway Opening Permits are issued to the Town of Franklin and not to the contractor or developer, therefore, the State Highway Opening Permit application must be signed by the Director of Public Works. Seven (7) copies of the State Highway Opening Permit application will be filled out in its entirety by the applicant or proponent of the project and submitted to the Director of Public Works for his review and approval. Any changes or modifications to this permit application will be made by the proponent or applicant to all seven copies and resubmitted to the Director of Public Works for his review and approval. The Director of Public Works will not sign the State Highway Opening Permit application until all drawings and specifications are technically correct and the contractor proposed to perform this work has submitted the proper bond and insurance certificates, which are required by the Town and State.
10. Upon receiving the signature of the Director of Public Works on the State Highway Opening Permit application, the Director of Public Works will retain one (1) copy for his files and the applicant and/or proponent of the proposed project will send three (3) copies of the State Highway Opening Permit application to the proper address for the Commonwealth of Massachusetts Department of Transportation (MassDOT).

NOTE: The application for water or sewer connections will not be considered technically complete until the Franklin Department of Public Works receives an approved copy of this State Highway Opening Permit application from the MassDOT. Any conditions stated in the State Highway Opening Permit must be incorporated into the project drawings and specifications.

11. Subdivisions will require two (2) copies of the approved subdivision plan as approved and signed by the Town of Franklin's Planning Board and any special conditions issued by the Town of Franklin Planning Board.
12. Projects involving approval from the Zoning Board of Appeals may be required to submit orders of conditions or determination issued by the Town of Franklin's Zoning Board of Appeals.
13. If the proposed project will require any work within a wetland, wetland buffer zone, riverfront area, flood zone, or other protected resource area protected under M.G.L. c. 131, § 40: Massachusetts Wetlands Protection Act; 310 CMR 10.00: Wetlands Regulations, and the Town of Franklin Bylaw Chapter 181, two (2) copies of the Town of Franklin's Conservation and MassDEP approval and special conditions may be required to be submitted to the Franklin Department of Public Works.
14. Some projects may require review and approval by other Town, State or Federal Boards or Departments, such as a project that propose to utilize an on-site well for the supply of water to the proposed project. Under this example approval of the on-site well issued by the Town of Franklin's Board of Health may require approval from the Franklin Department of Public Works.

NOTE: All of the above must be submitted to the Franklin Department of Public Works, if required, and must be in a form satisfactory to the Director of Public Works before the application is considered technically correct and is put on the list of Water and Sewer Connections Pending Approval by the Town Council.

F. As-Builts

1. Drawings approved by the Franklin Department of Public Works indicating valves, bends, tees, hydrants, corporation, curb box, and associated fittings locations, in relation to nearby permanent structures, must be furnished to the Franklin Department of Public Works on completion of the installation and prior to final acceptance by the Town.

G. Tie Cards

1. Following completion of the installation and prior to final sign-off by the Town, the "Applicant" shall provide the Franklin Department of Public Works drawings on tie-cards approved by the Franklin Department of Public Works, or in acceptable electronic format, indicating corporation, curb box, and associated fittings locations, in relation to nearby permanent structures.

SECTION 9 – MATERIALS & INSTALLATION OF WATER MAINS AND SERVICE CONNECTIONS

- A. All water services, mains and other water related appurtenances shall be designed and constructed in strict accordance with Town of Franklin, Standards Documents for Water Materials and Installation and pertinent Town of Franklin Bylaws.
- B. All existing water system valves and hydrants shall be operated by Franklin DPW personnel only. No contractor shall operate hydrants or valve in the Franklin Water System.
- C. Quality Assurance
 - 1. All water main and water service line work shall be in accordance with Town Construction Standards, Massachusetts Standard Specifications for Highways and Bridges (as amended), Occupational Safety and Health Administration (OSHA) standards, all applicable standards of the American Water Works Association (AWWA) and as approved by the Director of Public Works or designee.
 - 2. Standards - The following AWWA standards apply:
 - a. AWWA C104 Cement-Mortar Lining for Ductile-Iron Pipe and Fittings for Water
 - b. AWWA C110 Ductile-Iron and Gray-Iron Fittings (3-in. through 48-in.)
 - c. AWWA C111 Rubber-Gasket Joints for Ductile-Iron Pressure Pipe and Fittings
 - d. AWWA C150 Thickness Design of Ductile-Iron Pipe
 - e. AWWA C151 Ductile-Iron Pipe, Centrifugally Cast
 - f. AWWA C800 Underground Service Line Valves and Fittings
 - g. AWWA C901 Polyethylene (PE) Pressure Pipe and Tubing, ½ In. (13 mm) Through 3 In. (76 mm), for Water Service
- D. Contractor's Responsibility
 - 1. The Contractor shall be responsible for notifying the Franklin Department of Public Works, Fire Department and all water users affected by a shut down of service in writing 24-hours prior to any interruption of service. The Franklin Department of Public Works shall perform the actual shutdown.
 - 2. All work after the normal business hours of the Franklin Department of Public Works will be reimbursed by the contractor at the current staffing hourly wage rates.
- E. General Requirements
 - 1. All mains along proposed streets and ways shall not be less than 8-inch inside diameter and shall be constructed in accordance with the standards of the AWWA specifications covering pipes for public water supply systems and in accordance with the Town of Franklin, Standards of Material and Installation.
 - 2. Plastic piping may be substituted and allowed in place of copper piping for water services under the following conditions: 1) The applicant requests in writing the use of plastic piping in

lieu of copper piping; 2) The proposed water service (from curb stop to meter location) is greater than 25 linear feet.

3. The use of any water main to ground electrical service is prohibited. Contractors shall report any grounding wires attached to existing town water mains encountered during excavation to the Franklin Department of Public Works.
4. The minimum total of finished cover over the top of the barrel of all water pipes shall be 5 feet. The Franklin Department of Public Works will consider installation of the main where 5 feet of cover cannot be achieved with use of pipe insulation. Pipe insulation in lieu of 5 feet of finished cover shall be approved on a case-by-case basis.

F. Inspections

1. All delivered pipe shall be accompanied by test reports certifying that the pipe conforms to "AWWA Standard AWWA C151 for Ductile Iron Pipe, for Water and Other Liquids." All tests shall be made in accordance with the methods prescribed by the afore-mentioned AWWA Standard, and the acceptance or rejection shall be based on the test results. Pipe that does not conform to the requirements these Rules and Regulations shall be NOT be used and immediately removed and replaced by the contractor with pipe that does conform.
2. All pipe fittings and appurtenances shall be carefully inspected in the field before lowering into the trench. All pieces found to be defective or damaged, as determined by the contractor, the Franklin Department of Public Works, or designee, shall be removed from the work. Such rejected pipe shall be clearly tagged in such a manner as not to deface or damage it, and the pipe shall then be removed from the job site by the contractor at his own expense.
3. Results of shop tests which are required per the material specifications shall be submitted to the Franklin Department of Public Works or designee prior to this installation of the pipe for which such test results were ordered.

G. Water Service Connections

1. Water service connections shall be provided for each proposed lot within the development. These connections shall consist of a service box, corporations, a curb cock and service tubing from the water mains to the front lot line of the lot. If a water connection permit exists for that structure, then the service connection can be made. If no permit has been issued, then the service will be capped in such a manner as to prevent service connection.
2. The connection at the junction of the Town's water main to the proposed service connection shall be made by the contractor at the owner's expense.
3. A tapping saddle, approved by the Director of Public Works or designee, will be used by the Contractor to connect all water services 1-1/4 inches or larger in diameter to the Town's water main. A tapping saddle must be used on any connection to asbestos cement pipe.

4. A tapping sleeve and valve or tee and gate, will be used for water service connections larger than 4-inch. If a tapping sleeve is used, the tapping sleeve shall encompass the entire barrel of the main to be tapped so that a water tight joint is formed around the entire pipe barrel. Tapping sleeve shall be approved by the Director of Public Works or designee prior to installation.
5. Connection to the Town's water main is **not** to be made without a representative of the Franklin Department of Public Works being present to inspect the work.
6. A boss shall be provided in the pipe barrel, and the tap shall be made in the flat part of the intersection of the run and branch or a tee or cross, or the connection shall be made by means of a tapped tee, tapping saddle, tapping sleeve, branch fitting and tapped plug or reducing flange, a tapping tee and tapping valve, all as indicated or approved.
7. A curb stop or gate shall be installed at the property line between the street layout and the property to be served. All gates and valves must be readily accessible and in good working order before final acceptance of the installation is made by the Franklin Department of Public Works.

H. Field Testing

1. The water pipe shall be given pressure and leakage tests in sections of approved length. For these tests, the contractor shall furnish all necessary appurtenances and labor to execute the test.
2. The scheduling of pressure and leakage tests shall be as approved and witnessed by the Town of Franklin Department of Public Works. Where concrete thrust blocks have been installed, pressure and leakage tests shall not commence until at least 5 days following the installation of the concrete or 2 days following if high-early strength cement is used.
3. Unless it has already been done, the section of pipe to be tested shall be filled with water of approved quality and all air shall be expelled from the pipe. If air release assemblies are not available at high points for releasing air, the Contractor shall make the necessary excavations and do the necessary backfilling, and the Contractor shall make the necessary taps at such points and shall plug said holes after completion of the test with brass or bronze plugs.
4. The pressure and leakage tests shall be conducted in accordance with all applicable standards of AWWA C600 and as specified in the Town of Franklin, Standards Documents for Water Materials and Installation.

SECTION 10 – FIRE SERVICE

- A. A sprinkler connection permit is required for all new fire protection service connections.
- B. Private fire service pipes may be installed at the owner's expense including the connection to the water main. The layout of check valves, type and size of pipe, control valves and meter shall be

subject to the approval of the Director of Public Works or designee, the Fire Department, the Fire Underwriters, Massachusetts plumbing code and the Massachusetts Department of Environmental Protection (MassDEP) and Insurance Service Office (ISO) fire flow requirements.

- C. The owner shall be responsible, at his expense, for installing the fire pipe and appurtenances, tapping and making connection to the public water main, and cutting and capping any water service pipe to be abandoned. The owner shall arrange with at least 24 hours advance notice for any inspection by the Franklin Department of Public Works.
- D. A gate valve shall be installed at the property line between the street layout and the property to be served. All valves must be readily accessible and in good working order before final acceptance of the installation is made by the Franklin Department of Public Works.
- E. The private fire line extending from the gate valve to the premises shall be owned and maintained by the property owner.
- F. The minimum size for a fire service is 4-inch diameter cement lined ductile iron.
- G. New fire services shall be flushed and chlorinated in the same manner as a newly installed water main and in accordance with Town of Franklin, Standard Documents for Water Materials and Installation and the Franklin Fire Department requirements.
- H. Cross-connection and backflow device will be installed on the fire service line wherever they are required under the conditions of these Water Rules and Regulations.
- I. No service line or tap is to be taken from any private fire line.
- J. No consumption is permitted through fire connections except for the extinguishing of fires.
- K. The Franklin Department of Public Works is not responsible for the maintenance of pressures, volume, or supply of water. The service may be subject to shut downs or variations in pressure as system operations require.
- L. Privately owned hydrants shall be maintained and repaired by the property owner.

SECTION 11 – HYDRANTS

- A. All hydrants shall conform with the Town of Franklin, Standard Documents for Water Materials and Installation.
- B. The Fire Department will have control of the hydrants in case of a fire. In no other case will any person be allowed to handle hydrants or other water apparatus without written permission of the Fire Chief or the Franklin Department of Public Works. Anyone obtaining such permission shall not open any hydrant without first installing a two-and-one-half-inch gate valve to the hydrant outlet.

Persons found making unauthorized use of fire hydrants shall be subject to MGL 165, Section 11. The penalty for violation, which may be enforced by the Fire Chief or Department of Public Works Director, or the designee of either, will be in accordance with the Town of Franklin Bylaw, Chapter 179, Article V, §179-11.

- C. Any connection to a hydrant must be metered or other means of flow estimation and receive the approval of the Franklin Department of Public Works, and all use must be controlled by a separate valve other than the hydrant valve. All hydrant connections must be equipped with backflow prevention devices. The installing and supplying of said meter, valve and backflow prevention device will be at the owner's expense. The installation will be inspected by the Franklin Department of Public Works before it is put into service.
- D. Hydrants shall be installed throughout the system in accordance with an approved hydrant location plan signed by the Fire Chief and at interval distances no greater than 500 feet.
- E. Hydrant valves shall be located in such a manner and number so that lines by individual block may be isolated for maintenance purposes. Length of water main shall not exceed eight hundred (800) feet between valves.
- F. No object, material, debris or structure of any kind shall be placed on or around any fire hydrant or gate box connected with the water system so as to prevent easy access to the hydrant or gate box at all times.
- G. The water distribution system must be capable, without booster pumps, of providing each proposed fire hydrant with a minimum flow of 750 gallons per minute at 20 pounds per square inch of residual pressure for single-family residential developments. In cases where a finished floor elevation is between elevation 310' and 340', individual booster pumps are recommended. Where finished floor elevations are between 340' and 390', individual booster pumps are required for each home. Above floor elevation 390', public water supply is not available. These public supply standards are in accordance with the Town of Franklin Bylaw, Chapter 300, Article IV, §300-12.

SECTION 12 – METERS

A. General

- 1. Water meters one inch and below: All meters up to one inch are owned by and shall be maintained and repaired by the Franklin Department of Public Works at its cost. However, meters damaged through negligence of the water customer shall be repaired or replaced at the customer's expense.
- 2. Water meters above one inch. Water customers requiring water meters with waterlines above one inch in diameter will be required to purchase and pay the full cost of meter installation. Meters in this category are owned by and must also be maintained and tested at the owner's/customer's expense. If the Water Department determines that the meter is not

working properly, a notice to repair order will be issued giving the owner/customer 21 days to repair the meter. If the owner/customer fails to comply with the repair order, the Town will undertake necessary repairs and bill actual costs, to include a service fee. Outstanding bills will be added to water charges, and the method of payment will be the same as for water charges.

3. The Franklin Department of Public Works reserves the right to specify the size and type of service and meter dependent upon requirements that may be made upon them by fixtures installed on consumer's premises. The applicant shall provide the projected rate of flow to the unit in gallons per minute (based upon fixture units) or other information as required by the Department of Public Works in order to justify the proposed water meter size.
4. All meters will be remote read as required by the Franklin Department of Public Works.

B. Meter Installation, Reading and Repairs

1. The owner must provide an adequate timeframe for the Franklin Department of Public Works personnel to install, repair, remove or replace meters within the building. The water service must be plumbed and ready for meter installation and the building must have an operational heating system and be protected from the weather prior to contacting the Franklin Department of Public Works. The Franklin Department of Public Works shall be contacted prior to the finishing of surfaces (walls, ceilings, etc.) around the meter locations in order to properly install the meter and said appurtenances.
2. All meters must be installed horizontally to grade to provide optimal operation.
3. All water meters installed shall have a ball valve located before and after the meter for the purpose of isolating the meter for repair and replacement. Ball valves shall be approved by the Franklin Department of Public Works.
4. All property owners must keep their meters and fixtures in good repair and protected from frost at their own expense, and they will be held liable for all damages resulting from their failure to do so.
5. The owner shall provide a location for a meter easily available for reading and for repair, said location to be subject to the approval of the Franklin Department of Public Works. Wherever circumstances do not permit a suitable location for the meter within the property, the meter will be placed within a manhole at the curb, at the expense of the owner. In the case of an existing meter located within private property, the owner must allow access to the Franklin Department of Public Works for all work related to the water meter and water service.
6. If the meter location is inaccessible to the Franklin Department of Public Works personnel, the owner shall remove obstructions and provide a safe working environment to the Franklin Department of Public Works. The owner must provide access within 24 hours of the time it has been determined by the Franklin Department of Public Works the area is inaccessible.

7. Property owners shall provide at a minimum, a 3-foot by 3-foot access way for the Franklin Department of Public Works. Access ways smaller than specified must be approved by Franklin Department of Public Works personnel prior to installation.
8. Temporary construction meters may be installed at the discretion of the Director of the Department of Public Works.
9. Remote Meter Registration: All meters shall be equipped with remote reading capability. This includes communication devices that transmit meter registration information off the premises so that meters may be read remotely by radio receivers. The Franklin Department of Public Works maintains the right of access to the premises in order to verify the consistency of the meter registration with the remote registration.
10. The Franklin Department of Public Works will periodically read the inside meter to verify the accuracy of the remote recorder the Franklin Department of Public Works uses to obtain your meter reading. In the case of a discrepancy between the two readings, the inside meter reading will be considered accurate and the consumer will be billed accordingly.
11. The Director of Public Works or designee may remove meters for repairs at any reasonable time and may enter any property served by the Franklin Department of Public Works at reasonable hours for purposes of inspection or repair.
12. No meter and/or reader (ERT) shall be disconnected or moved except by the Franklin Department of Public Works employees.

C. Fees

1. The initial installation and calibration of all meters will cost the customer the meter installation fee.
2. Where a consumer is supplied with more than one service, each equipped with a meter, each meter shall be considered separately in the computation of charges.
3. If a meter malfunctions or fails to register, the consumer shall be charged at the average consumption as shown by the meter when in order. The owner of such property shall schedule an appointment for repair/replacement immediately.

D. Testing

1. All water meters with waterlines of sizes above 1-inch in diameter must be tested for accuracy by a certified testing agency once every two years. Meters must demonstrate an accuracy level within tolerance of plus or minus 2%. Additional accuracy tests may be required upon failure of a previous test after repairs have been made. Any meter found unable to demonstrate the accuracy required must be repaired or replaced by the owner/customer. A copy of the written test results by the firm or individual performing the test must be submitted

to the Department of Public Works office no later than two weeks from the date of the test. All cost for testing, repairs and/or renewals shall be borne by owners of the property.

2. Outside the testing parameters established above, the Town may request accuracy testing at any time. However, if testing shows that the meter accuracy is within established limits of plus or minus 2%, the Town shall pay for any associated costs. If the Town determines that the meter is not working accurately, a notice to perform testing and/or repair order will be issued giving the owner/customer 21 days to test/repair the meter. If the owner/customer fails to comply with the test/repair order, the Town will undertake necessary repairs and bill actual costs, including a water meter service fee. Unpaid fees will be added to water charges and the method of payment will be the same as for water charges.
3. The Water Department shall be notified by the responsible party prior to all tests that are to be made.
4. All meters are required to be tested per AWWA Standards C700 and C702 at the consumer's expense. The meters are to be tested and calibrated on an annual basis by a qualified meter testing company and the results of same shall be forwarded to the Franklin Department of Public Works.
5. The Franklin Department of Public Works will test meters upon written application by the customer accompanied by a deposit of \$50.00, subject to the following conditions:
 - a. If meter is found to over-register by an average amount exceeding 2%, a tested meter will be furnished and proper reduction made on water bill, for a period not exceeding six (6) months.
 - b. No charge for test of meter in error over 2% will be made.

E. Meter Tampering

1. Tampering with, hindering, altering or intentionally damaging or altering water meters are offenses subject to fines and penalties under Massachusetts General Law Chapter 165, Section 11, as amended by Chapter 374 of the Acts of 2010 along with the authority provided under G.L. c. 40 Section 39G.

Unlawful or unintentional alteration or damaging of water meters is prohibited and enforced by the Town of Franklin. Refer to the Town of Franklin Bylaw, Chapter 179, Article IV, § 179-10 for water meter violations and penalties.

2. If a meter is tampered with by the water customer or a person within the water customer's property, the customer is responsible for notifying the Franklin Department of Public Works and replacing the meter in accordance to the water regulations. If the meter becomes out of order and fails to register correctly from the tampering, the consumer shall be charged at the average consumption as shown by the meter when in order.

3. The fines for meter tampering shall be triple the amount of any damages or \$1,000, whichever is greater, in accordance with Massachusetts General Law. Damages shall include the cost of damaged equipment, labor costs incurred in repairs and the value of repair.
4. If a meter installed on the consumer's premises is stolen, or is damaged in any way due to the act of negligence of the consumer, the cost of repairs or replacement shall be paid for by the consumer.
5. Violators of this section may also be subject to criminal prosecution.

F. Commercial and Industrial Meters

1. Commercial and industrial meters shall be furnished, installed and maintained by the owner but shall be of a size, type and located as approved by the Director of Public Works or designee based on the AWWA Manual Section M22 and M6 or as amended. All meters will be remote read as required by the Franklin Department of Public Works.
2. Commercial meters shall be replaced at the owner's expense every 20 years from the date of original installation. The meter installation date is on file at the Franklin Department of Public Works however, it is the owner's responsibility to replace the meter within 60 days of the 20 year anniversary. Failure to comply with replacement will result in shut off protocol within this document.
3. If the Water Department determines that the meter is not working properly, a notice to repair order will be issued giving the owner/customer 21 days to repair the meter.
4. If the owner/customer fails to comply with the repair order, the Town will undertake necessary repairs and bill actual costs, to include a service fee. Outstanding bills will be added to water charges, and the method of payment will be the same as for water charges.
5. Franklin Department of Public Works personnel must be present for inspection when the new or repaired meter is installed and a new seal will be placed on the meter.
6. Commercial and industrial water meters will be tested in accordance with "Water Meter Testing" in this section.
7. The Director of Public Works or designee, at his discretion, may direct an owner of a large meter to have the same analyzed to determine whether the meter size is appropriate.
8. Any meter larger than 2" must be compound.

G. Second Meter Installations

1. Second meter installations are prohibited in the Town of Franklin.

SECTION 13 – INTERRUPTION OF SERVICE

- A. Whenever leaks occur between the curb stop and the meter, owners/customers are responsible for arranging for repairs immediately. Failure to do so will be justification for shutting off the service until repairs are made, after which the water turnoff fee will be required before service will be turned back on.
- B. The Franklin Department of Public Works may at any time, without notice, shut off the water for the purpose of making repairs or changes in its piping system or for any purpose. All customers and property owners are warned to equip plumbing, tanks, boilers, and appliances with proper safety devices, such as vacuum valves, as neither the Franklin Department of Public Works nor the Town will be responsible for collapsed water tanks or for any damage which may occur due to leakage, failure of piping or fixtures, or consequent damages. Customers are advised to provide workable vacuum safety devices on hot water tanks.

SECTION 14 – CROSS CONNECTION CONTROL REGULATIONS

A. Authority

Under Public Law 93-523, the Safe Drinking Water Act (SDWA) of 1974, as amended in 1986 & 1993, and as Promulgated by the Massachusetts Department of Environmental Protection the water purveyor has the primary responsibility for preventing water from unapproved sources, or any other substances, from entering the public potable water system.

B. Responsibility

The Franklin Department of Public Works shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow or back-siphon of contaminants or pollutants, through the water service connection. If, in the judgment of the Director of Public Works, an approved backflow prevention device is required, at the Town's water service connection to any customer's premises, for the safety of the water system, the Director of Public Works or his designated agent shall give notice in writing to said customer to install such an approved backflow prevention device at each service connection on his premises. The customer shall, within thirty (30) days install such approved device(s) at his own expense; failure, refusal or inability on the part of the customer to install said device or devices within thirty (30) days shall constitute a ground for discontinuing water service to the premises until such device(s) have been properly installed.

C. Purpose

1. To protect the public potable water supply of the area served by the Franklin Department of Public Works from the possibility of contamination or pollution by isolating internal distribution

system(s) or private water system(s) of its customers to prevent backflow or back-siphon of contaminants and pollutants into the public water supply system.

2. To promote the elimination or control of existing cross-connections, actual or potential, between its customers in-plant potable water system(s) and nonpotable systems, plumbing fixtures, and industrial piping systems.
3. To provide for the maintenance of a continuing program of cross-connection control which will systematically and effectively prevent the contamination or pollution of all potable water systems by cross connection.

D. Policy

1. No water service connection to any premises shall be installed or maintained by the Franklin Department of Public Works unless the water supply is protected as required by Massachusetts State Law the Town of Franklin Bylaw, Chapter 179, Article VII, §179-13.
2. Refer to the Town of Franklin, Cross-Connection Control Regulations.

SECTION 15 – WATER CONSERVATION PLAN

A. Authority

This Regulation is adopted by the Franklin Department of Public Works under its police powers to protect public health and welfare and its powers under M.G.L. Chapter 21 et seq., and implements the Franklin Department of Public Works's authority to regulate water use pursuant to M.G.L. c..41, Section 69B. This regulation also implements the Franklin Department of Public Works' authority under M.G.L. c.40, Section 41A, conditioned upon a declaration of water supply issued by the MassDEP.

B. Purpose

The purpose of this regulation is to protect, preserve and maintain the public health, safety and welfare whenever there is in force a State of Water Supply Conservation or State of Water Supply Emergency by providing for enforcement of any duly imposed restrictions, requirements, provisions or conditions imposed by the Franklin Department of Public Works or by MassDEP.

C. Policy

The Town Administrator, on behalf of the Town of Franklin, may require the restriction of non-essential municipal water. A Water Use Restriction shall be prohibit use of municipal water as defined in the Town of Franklin Bylaw, Chapter 179, Article VI, §179-12.

