

## **TOWN OF WOODSTOCK, VERMONT**

[www.townofwoodstock.org](http://www.townofwoodstock.org)

### **NOTICE OF THE MUNICIPAL WATER USE ORDINANCE**

On January 31, 2025, the Selectboard of the Town of Woodstock, Vermont, adopted the “Municipal Water Use Ordinance”. This notice is published pursuant to 24 V.S.A. § 1972 to inform the public of the ordinance and of the citizens’ right to petition for a vote to disapprove the ordinance.

The Town of Woodstock adopted the Municipal Water Use Ordinance. The Ordinance will:

- Regulate the installation, operation and use of water service connections.
- Protect and ensure the efficient operation of the water system of the Town.
- Create an application for water service.
- Define ownership of curb stops, service lines and other components of the system.
- Establish regulations for new connections and water main extensions.
- Define roles and responsibilities of the municipality and owners.
- Establish hardware specifications.
- Provide guidelines for meter installation, repair and ownership.
- Establish a separate “Schedule of Fees” for water rates that will be voted on and adjusted at the Selectboard’s discretion.
- Establish water service termination and deactivation guidelines.
- Protect the supply of potable water to users in Woodstock.
- Promote and protect the provision of water for fire protection.

Copies of the Ordinance can be viewed at the Planning and Zoning Office and on the website:

[www.townofwoodstock.org](http://www.townofwoodstock.org)

### **CITIZENS’ RIGHT TO PETITION FOR VOTE**

Title 24 V.S.A. § 1973 grants citizens the right to petition for a vote at a special or annual Town Meeting to disapprove ordinance amendments adopted by the Selectboard. To exercise this right, citizens must present to the Selectboard or the Town Clerk a petition for a vote on the question of disapproving the amendments signed by not less than five percent (5%) of the Town’s qualified voters. The petition must be presented within forty-four (44) days following the date of the adoption of the amendments. Unless a petition requesting a vote is filed pursuant to 24 V.S.A. § 1973, the amended “Municipal Water Use Ordinance” shall become effective sixty (60) days from the date of said adoption.

### **PERSON TO CONTACT**

If you have any questions about this Ordinance, please contact the Chief of Staff, Stephanie Appelfeller, at [sappelfeller@townofwoodstock.org](mailto:sappelfeller@townofwoodstock.org) or 802-457-3456. Inquiries can also be mailed to the Town of Woodstock at 31 The Green, Woodstock, VT 05091.

# Municipal Water Use Ordinance

Town of Woodstock, Vermont

31 The Green

Woodstock, VT 05091

The provisions of this Ordinance shall serve as the legal basis for the operation, administration, and all decision-making pertaining to the delivery of water to the inhabitants of the Town of Woodstock, Vermont.

This Ordinance is adopted under the Authority granted to the Woodstock Selectboard by  
24 V.S.A. 3315.

ADOPTED - January 31, 2025

Woodstock water service is governed by the Woodstock Board of Water Commissioners who are the Woodstock Selectboard and serve in a regulatory and policy making capacity. Administration, operations and policy implementation is also carried out by the Woodstock Selectboard and the Water Department staff.

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1 **Section 1. AUTHORITY AND PURPOSE**

2 Pursuant to 24 V.S.A. §1971, §2291(6) and (15), §3307, §3313, and §3315, and other applicable  
3 laws, the Water Commissioners of the Woodstock Water District hereby promulgate and adopt  
4 the following ordinance in order to:

- 5 (1) regulate the installation, operation, and use of water service connections;
- 6 (2) protect and ensure the efficient operation of the water system of the Town;
- 7 (3) provide potable water to users in Woodstock; and
- 8 (4) to promote and protect the provision of water for fire protection.

9 This ordinance is designated as a civil ordinance pursuant to 24 V.S.A. §1971(b).

10 **Section 2. DEFINITIONS**

11 Unless the context specifically indicates otherwise, the meaning of the terms used in this  
12 Ordinance shall be as follows:

- 13 (A) “Base Fee” shall mean a minimum water charge per business or residential unit.
- 14 (B) “Cellar Stop” shall mean the valve installed on the service pipe after water enters the building  
15 and before the water meter.
- 16 (C) “Cold Weather Construction” shall mean non-emergency construction work during the period  
17 between November 15 to April 15 on the water system, especially distribution mains or service  
18 lines.
- 19 (D) “Commercial” shall mean any building for use other than for residential, institutional, or  
20 industrial purposes.
- 21 (E) “Commissioners” shall mean the Selectboard of the Town of Woodstock.
- 22 (F) “Corporation” shall mean the water shut off valve attached to the saddle at the water main, to  
23 which the Service-Line Municipal is attached.

1 (G) “Cross Connection” shall mean any direct or indirect pipe connection between the potable  
2 water supply and another supply of liquid or gas.

3 (H) “Curb Stop” shall mean the valve on the service line, typically at the edge of the Town  
4 highway right of way on the User’s property, which provides water service to the User. The Curb  
5 Stop shall be owned by the municipality.

6 (I) “Customer” shall mean any person, firm, corporation, or governmental subdivision who is  
7 granted water service or who is responsible for payment of water service.

8 (J) “Discontinuance of Water Service” shall mean deliberate interruption of water service by the  
9 Municipality to the User (for reason of delinquent payment, prevention of excessive water loss,  
10 to protect against contamination of the system or for tampering with water system).

11 (K) “Distribution Main” (“Water Main” or “Main”) shall mean the primary supply pipe from  
12 which service connections are made, to supply water to the User through service lines.

13 (L) “Emergency Termination of Water Service” shall mean execution of an immediate water  
14 service shut-off due to:

- 15 1. Water leakage between the Curb Stop and building
- 16 2. Discovery of a direct and unprotected cross connection
- 17 3. Unauthorized excessive use of water
- 18 4. Violation of special “restrictive use” orders issued by the Commissioners or their  
19 designee.
- 20 5. Any other situation that could contaminate or significantly deplete available water, or that  
21 would reduce pressure below an acceptable level, in the system.

22 (M) “Extension of Water Main” shall mean any extension of distribution mains in accordance  
23 with the rules, regulations, standards and specifications of the Municipality.

1 (N) “Governing Body” means the Commissioners acting through the Selectboard that represents  
2 the body politic.

3 (O) “Industrial Facility” shall mean use of a building or land for the manufacture, production,  
4 assembly or storage of goods and commodities.

5 (P) “Institutional Facility” shall mean any individual self-contained facility deemed by the  
6 Selectboard to be important to the general health and well-being of the community. Such  
7 facilities may include schools, municipal offices, care facilities, medical facilities, libraries, etc.

8 (Q) “May” is permissive, indicating a choice. “Shall” is mandatory.

9 (R) “Municipality” means the Town of Woodstock.

10 (S) “Municipal Office” shall mean the place designated by the governing body to receive  
11 applications for service, receive payments of water bills and where public notices and notices of  
12 discontinuance of service are generated and posted, i.e. Woodstock Town Hall.

13 (T) “Municipal Representative” means representatives designated by the Commissioners,  
14 including the Municipal Manager, employees of the Municipal Manager’s office, Public Works  
15 Director and the Operator.

16 (U) “Operator” means the person designated by the Governing Body to operate the water system.

17 (V) “Owner” means the person, firm, corporation, trusteeship, or governmental agency that has  
18 title to the property that is served and ultimately responsible for payment of all rates, fees and  
19 charges.

20 (W) “Person” means an individual person, owner, corporation, church, business, governmental  
21 agency, or estate.

22 (Y) “Reasonable Hours” shall mean between 7:00am and 9:00 pm.

1 (Z) “Residential” Any dwelling unit or abode which includes a minimum of a kitchen or  
2 kitchenette, bathroom, and bedroom or other room that serves as sleeping quarters.

3 (AA) “Saddle” shall mean the mechanism for attaching smaller service line to larger service line.

4 (BB) “Service Line-Building” (SLB) shall mean the water pipe connected on one end to the curb  
5 stop and the other end terminating just inside the User’s building at the water meter, including  
6 the connection to the water meter, to provide water service.

7 (CC) “Service Line-Municipal” (SLM) shall mean the pipe running from the distribution main to  
8 and including the curb stop at the property line of the User or to the edge of the right-of-way.

9 (DD) “Tap” shall mean any connection of a service line, distribution main, or extended main to  
10 the main.

11 (EE) “Unconnected Properties” shall mean those properties which do not receive water service.

12 (FF) “User” shall mean any person who is a customer and who receives water from the  
13 Municipality through a pipe connection.

14 (GG) “Water Shut-Off” shall mean discontinuance of service.

15 **Section 3. MANDATORY CONNECTION TO MUNICIPAL WATER SYSTEM**

16 All units receiving construction approval necessitating a new water source or increase in water  
17 supply, subsequent to the adoption of this ordinance, situated within the Town or Village of  
18 Woodstock and abutting on any street, road, alley or right-of-way in which there is located an  
19 adequate municipal water line as determined by the Public Works Department in a reasonable  
20 exercise of its sole discretion is hereby required at their own expense to connect directly to the  
21 municipal water system in accordance with the provisions of this ordinance. Said connection is  
22 mandated unless undue hardship can be proven, in which case the owner may request in writing  
23 a deferral of this requirement.

1 **Section 4. APPLICATION FOR SERVICE**

2 (A) Application for service shall be made in writing to the Municipal Office, on forms  
3 furnished by the municipality (see Appendix A – Water Service Application). The owner  
4 of the premises who shall be responsible for payment of the connection fee and  
5 subsequent water charges shall make such application.

6 **Section 5. SHUT-OFF, AND RESTORATION OF SERVICE**

7 (A) Collection fees, disconnection fees and reconnection fees regarding non-payment of  
8 water rates shall be assessed in accordance with 24 V.S.A. Chapter 129. The governing  
9 body may shut off water service for violation of special “restriction of water use”  
10 notices, to eliminate a public health hazard, or for continued violation of these  
11 regulations. Any shut-off by the governing body may necessitate a shut-off charge to the  
12 customer.

13 (B) After correction of the cause for water shut-off by the customer and on request by the  
14 customer for restoration of service, a turn-on fee plus any other unpaid charges and fees  
15 shall be due and payable before service will be restored.

16 **Section 6. CONNECTION FEES**

17 A connection fee shall be due and payable to the Municipal Office before a new service  
18 connection is constructed and only after the governing body has approved the connection.

19 (A) Water service will not be provided until the owner has installed a meter in the building to  
20 be served and the municipality has inspected and approved the meter installation.

21 (B) The amount of the fees shall be established by the governing board, which is authorized to  
22 establish or amend water connection fees at any time by resolution. Connection fees for  
23 non-residential uses shall be based on the uses in Chapter 1 of the Environmental



1 Protection Rules. If the use is not listed in Chapter 1 of the Environmental Protection  
2 Rules, the connection fee shall be based on the use's maximum daily demand in cubic feet  
3 per day that could be used by the applicant multiplied by the rate set by the governing body  
4 for commercial uses, subject to review and approval by the Municipal Representative under  
5 the Woodstock Water Use Ordinance ("Ordinance").

6 (C) The municipality shall provide:

7 (1) Standard house meter device (5/8" x 3/4") at the Municipality's own cost and  
8 expense, and all maintenance, repairs and replacements thereto necessitated by  
9 ordinary wear.

10 (2) Meters larger than standard house meters (greater than 5/8" x 3/4") and all  
11 maintenance, repairs and replacements thereto necessitated by ordinary wear, the  
12 cost of which will be charged to the owner.

13 (D) The owner shall provide:

14 (1) Excavation of the distribution main and tap. All work done on or around the  
15 waterline must be done by qualified personnel approved by the municipality and  
16 meeting all American Water Works Association (AWWA) standards.

17 (2) The cost of installation, maintenance, repairs, and replacements of meters larger than  
18 the standard house meters (5/8" x 3/4")

19 (3) Labor to install the meter.

20 (4) Cost of meter repairs and/or replacement necessitated by freezing, hot water, or other  
21 causes under control of the customer.

22 (5) Saddle, corporation, copper piping to curb stop and curb stop. The municipality will  
23 provide a list of preferred components. See Appendix C.

- 1 (6) A back-flow prevention device and labor to install the device.
- 2 (7) Excavation of the waterline into the building.
- 3 (8) Labor and materials to install waterline from water main into the building.
- 4 (9) Labor and materials for all backfill including sand or stone fill around piping as  
5 required.
- 6 (10) Inspection and approval of waterline by operator required prior to backfill.
- 7 (11) Shut-off valve on the building line. See Appendix C.

8 **Section 7. CURB STOPS**

9 Curb stops shall be installed at the property line of the right of way in which the pipe lies and  
10 shall be under the municipality's control and ownership.

11 **Section 8. OWNERSHIP AND MAINTENANCE OF SERVICE LINE**

- 12 (A) The SLM shall be operated and maintained by the municipality.
- 13 (B) The SLB shall be installed, operated and maintained by the owner.
- 14 (C) The cost of repairing or replacing the SLB shall be the responsibility of the owner.
- 15 (D) All materials used and methods employed shall conform to the National Plumbing Code  
16 (NPC) and AWWA Standards, all latest editions. See Appendix C for service line  
17 installation and materials specifications.

18 **Section 9. SERVICE LINE LEAKS**

19 In the event a leak is discovered in a SLB, water service shall be shut off by a representative of  
20 the municipality and restored after the repair is made.

- 21 (A) The owner is responsible for the cost of the repair or replacement of the SLB.
- 22 (B) If a SLB is discovered or known by the Commissioners to be constructed of materials not  
23 meeting the municipality's materials standards, the municipality may require the owner to

1 replace the entire line with approved pipe materials regardless of whether the line has  
2 leaked in the past. See Appendix C for service line installation and materials  
3 specifications.

4 **Section 10. COLD WEATHER CONSTRUCTION**

5 New service or extension of mains shall not be constructed during the period of November 15 to  
6 April 15 without prior cold weather construction approval of the Municipal Representative. The  
7 owner may be assessed an additional charge as part of the connection fee to cover the additional  
8 expense incurred as a result of cold weather construction.

9 **Section 11. DENIAL OR POSTPONEMENT OF SERVICE**

10 The Municipal Representative may deny or postpone service due to cold weather, insufficient  
11 water, insufficient pressure, absence of a deposit for service line construction, absence of  
12 connection fee, to prevent contamination through a cross connection, or when the Municipal  
13 Representative determines that the service line leaks or does not meet the material standards of  
14 the municipality.

15 **Section 12. UNAUTHORIZED USE OF WATER**

16 (A) A customer shall not supply water to another party except as the Municipal  
17 Representative may permit such extended use in an emergency.

18 (B) A person shall not obtain water from any hydrant or other fixture of the municipality  
19 without the written approval of the Municipal Representative and Fire Chief.

20 (C) Any violation of water use shall be grounds for discontinuance of water service until the  
21 matter is resolved to the satisfaction of the Municipal Representative and any and all  
22 required disconnection and reconnection fees are paid in full.

1 **Section 13. RESTRICTION OR PROHIBITION OF CERTAIN WATER USES**

2 When necessary to conserve the water supply, the municipality may restrict or prohibit the use of  
3 hoses, sprinklers, and any other non-essential water use or water-using device for all customers.

4 (A) Such notices shall be posted in at least three places in the municipality where the public  
5 generally congregates or visits, and at least once in a newspaper of general circulation for  
6 the area.

7 (B) Violation of a municipal notice, directive or order to conserve water by a customer after  
8 one written reminder by a municipal representative shall be grounds for immediate  
9 discontinuance of service. A hearing, if requested by the affected customer, shall then be  
10 held within five days to determine if the water will continue to be shut off or water  
11 service will be restored.

12 (C) If the Municipal Representative determines the shut-off was due to a violation of  
13 municipal notice to conserve, all applicable shut-off and reconnection fees shall apply. If  
14 it is determined that no violation occurred, then no shut-off or reconnection fees will  
15 apply and reconnection shall take place as soon as possible.

16 **Section 14. MAINTENANCE OF PLUMBING**

17 To prevent leaks and damage, all customers shall maintain at their own expense the plumbing  
18 and fixtures within their own premises in good repair and provide protection from freezing.

19 (A) The cost of replacement or repair of a meter damaged by freezing, or otherwise  
20 damaged by customers, occupants or others shall be paid by the owner on receipt of a  
21 bill submitted by the municipality.

22 (B) Water conserving devices meeting all applicable State and Federal Standards shall be  
23 used whenever fixtures and faucets are replaced.

1 **Section 15. CROSS CONNECTIONS**

2 A connection capable of permitting backflow from any other source of water to the public water  
3 system is prohibited. Such connections include, but are not limited to any plumbing fixture,  
4 device or appliance or from any waste outlet or pipe having direct connection to waste drains.

5 ( A ) If the owner of the building involving such a connection fails or refuses to eliminate  
6 or properly protect the cross connection within a time period established by the  
7 Municipal Representative, water service shall be discontinued with all disconnection  
8 and reconnection fees applicable once the situation is remedied.

9 ( B ) A cross connection shall not be created without the approval of the Municipal  
10 Representative.

11 ( C ) If permitted, it shall be protected against backflow in accordance with accepted cross-  
12 connection control methods established by the Vermont Department of Health.

13 ( D ) All new connections shall include an appropriate backflow prevention device  
14 installed between the meter and interior household plumbing. Other backflow devices  
15 shall be installed at industrial, commercial or other services greater than 15 GPM  
16 flow, as required by the municipality and as recommended by the Vermont  
17 Department of Health. See Appendix C for backflow device requirements.

18 **Section 16. FLUCTUATION OF PRESSURES BY CUSTOMERS' APPARATUS**

19 Customers shall not install water pumps or high-rate water consumption devices that will  
20 adversely affect the water system's pressure or operating conditions or use water so as to unduly  
21 interfere with the service of another customer.

22 (A) Where a customer has or proposes to install an apparatus, which may require water in  
23 sudden or large quantities, the Municipal Representative shall require the customer to

1 install devices, which will confine such fluctuation of demand and pressure to within  
2 reasonable limits.

3 (B) If the customer, after receiving written notice from the municipality, fails to remedy the  
4 situation, a hearing will be held before the governing body within five days to determine  
5 whether or not service will continue to the customer. During this five-day period water  
6 service may be disconnected, if warranted by the opinion of the Municipal  
7 Representative, or in their absence, the governing body, and all disconnection and  
8 reconnection fees shall apply.

9 (C) Exemptions for life safety equipment may be provided with approval from the Fire  
10 Chief.

11 **Section 17. SAFEGUARDING WATER-USING DEVICES**

12 All customers having hot water tanks or secondary systems supplied by automatic make-up  
13 valves shall install and maintain in operating condition appropriate backflow,  
14 temperature/pressure relief valves, and thermal expansion tanks as needed to prevent damage to  
15 the water device or secondary system or their appurtenances should it become necessary for the  
16 Municipal Representative to shut off the water main or service line and to protect against loss of  
17 pressure for any other reason.

18 (A) In areas of the Water System where high static water pressure is experienced, customers  
19 shall install and maintain in operating condition pressure reducing valves.

20 (B) Water service supplied to any customer not providing such protective devices will be  
21 done at the customer's risk. Accordingly, the municipality will not be liable for damage  
22 resulting from the lack of or failure of such protective devices as required in this section.

1 **Section 18. ACCESS TO PREMISES**

2 Water system employees, contractual agents of the municipality, members of the governing  
3 body, the Municipal Representative, and the Operator, with suitable identification, shall have  
4 access to all premises served by the water system at all Reasonable Hours during any day of the  
5 week, except state and federal holidays and Sundays (unless an emergency is believed by the  
6 municipality to exist) for the purpose of:

7 (A) Inspecting plumbing and fixtures.

8 (B) Identification of cross connections.

9 (C) To set, remove or read meters.

10 (D) To ascertain the amount of water used and the manner of use, and to enforce these  
11 regulations.

12 If a customer or occupant prohibits access to the premises, the customer or occupant must  
13 arrange for an inspection to take place within 24 hours, otherwise water service may be  
14 discontinued with all disconnection and reconnection fees applied.

15 **Section 19. RESPONSIBILITY FOR WATER CHARGES**

16 The property owner served by the water system is responsible for payment of all charges and  
17 fees for water service rendered to the property. If property is to be sold or transferred, the  
18 municipality must receive a written request for a final meter reading for prorated bills no less  
19 than two weeks prior to the sale or transfer. Water rates, charges and fees shall be established by  
20 the governing body, which is authorized to establish or amend said rates, charges, and fees by  
21 resolution.

22 **Section 20. RATES**

23 The governing body shall make and establish needed rates for use, connection, and other

1 purposes as necessary and proper with rules and regulations for their control and operation.

2 The governing body shall establish user charges and any required industrial cost recovery

3 systems in accordance with appropriate Federal and State rules and regulations.

4 (A) Bills will be issued to the property owner semi-annually based on the calendar year,  
5 the amount of which shall be in accordance with the Schedule of Fees that will be  
6 voted on and adjusted at the Commissioner's discretion.

7 (B) The charges or rates for such water system use, connection etc., shall be a lien upon  
8 the real estate furnished with each service in the same manner and to the same effect  
9 as taxes are a lien on real estate under 32 V.S.A §§5061 and 5072.

10 (C) Payment plan options and rate variances may be granted in exceptional circumstances  
11 with prior approval from the Municipal Manager.

12 **SECTION 21. USER INITIATED TERMINATION OF SERVICE**

13 Disconnection from the water system is prohibited, per 24 V.S.A. §3315, with the following  
14 exception:

15 (A) The property owner shall notify the Municipal Representative in writing of intent to  
16 terminate service.

17 (B) On receipt of the required termination fee, the municipality shall terminate service by  
18 shutting off the curb stop or otherwise discontinuing supply.

19 (C) The property owner shall remove up to 20 feet of the building service line,  
20 commencing at the curb stop, and will represent a termination of service upon  
21 acceptance after inspection by the Municipal Representative.

22 (D) The property owner shall enter into an agreement (binding upon the current owner,  
23 his or her heirs and assigns and recorded in the land records) to obligate the owner



1           and property to the minimum base fee. Failure to pay following termination, or  
2           termination without approval, will result in a penalty of double the minimum base  
3           fee, plus interest and court costs.

4   **Section 22. USER INITIATED TEMPORARY WATER SERVICE DEACTIVATION**

5   If the property owner wishes to deactivate the water service for a specified period of time, he or  
6   she shall submit a request written to the Municipal Representative.

7       (A) Upon Municipal Representative approval and receipt of the required deactivation fee,  
8           the municipality shall deactivate service by shutting off the curb stop. Any outstanding  
9           balance for service will be due at the time of deactivation.

10      (B) When the owner wishes to reactivate the water service, he or she shall notify the  
11       Municipal Representative in writing of such intention. Upon receipt of the required  
12       activation fee and payment of any outstanding balance, the municipality shall restore  
13       service by turning on the curb stop.

14   **Section 23. MUNICIPALITY INITIATED TEMPORARY WATER SERVICE**  
15   **DEACTIVATION**

16   Bills for water service are due and payable when received as indicated on the statement and shall  
17   be considered in arrears if unpaid within 30 days.

18   Water service may be discontinued:

- 19       (A) Due to nonpayment of water bills.
- 20       (B) To eliminate a health and/or safety hazard.
- 21       (C) For violation of a special-order restricting water use.
- 22       (D) For fraudulent use of water.

1 (E) For any emergent or exigent circumstance as determined in a reasonable exercise of the  
2 governing body's discretion.

3 Following discontinuance of water service, if the customer appeals and requests a hearing, service  
4 shall be restored and a hearing shall be held within seven days to determine if water service will  
5 continue to be denied following the hearing, or if to be restored under what conditions. Service,  
6 once discontinued or following an appeal, shall not be restored until the reason for  
7 discontinuance has been eliminated. Before service is discontinued for delinquency of payment,  
8 the municipality shall follow the procedure set forth in 24 V.S.A. Chapter 129.

9 **SECTION 24. INTERRUPTED OR UNSATISFACTORY SERVICE**

10 If, by reason of shortage of supply or for the purpose of making repairs, extensions, connections,  
11 placing or replacing meters, force majeure, or any reason beyond the control of the municipality,  
12 it becomes necessary to shut water off in a main or service line, the municipality will not be  
13 responsible for any damages caused by such shut-off and no adjustment of rates will be allowed  
14 unless the interruption is in effect for a continuous period in excess of 10 days, in which case a  
15 prorated adjustment of the minimum base fee will be reflected on the next billing. Notice of  
16 water shut-off will be issued when feasible, but nothing in this rule shall be construed as  
17 requiring the giving of such notice. The municipality will not be responsible for meeting  
18 unusually high-water quality standards for specialized industrial processes for its customers, nor  
19 will it be held responsible for interrupted service or poor water quality caused by legitimate use  
20 of the fire hydrants.

21 **Section 25. METERS AND RELATED APPARATUS**

22 (A) **General.** Where possible, all water will be sold on the basis of metered measurements.

23 When it is impractical to install a meter and on approval of the Municipal Representative,

1 flat rate fees shall be used to establish water charges. The municipality shall install  
2 meters whenever deemed expedient or appropriate. The customer can receive water  
3 through a meter upon written application to the municipality and after payment of all  
4 required fees. The size of the meter will, in all cases, be determined by the municipality  
5 and these rules.

6 **(B) Meter Setting.** All meters shall be installed at the foundation wall (or the mechanical  
7 room in the case of a slab on grade building, condominium unit or mobile home) where  
8 the building service line enters the building, and the customer shall provide and maintain  
9 a warm and accessible place for it. The piping arrangement for meter installations shall  
10 be in accordance with the requirements of the municipality. A municipal representative  
11 must inspect and approve the water meter installation before water is permitted to flow  
12 through it.

13 **(C) Repairs and Replacements and Installation.**

14 (1) For standard house meters (5/8" x 3/4") installation, maintenance, repairs and  
15 replacements necessitated by ordinary wear will be provided by the municipality.

16 (2) The costs of installation, maintenance, repairs, and replacements of meters larger  
17 than the standard house meters (5/8" x 3/4") shall be the responsibility of the property  
18 owner.

19 (3) The cost of meter repairs and/or replacement necessitated by freezing, hot water, or  
20 other causes under the control of the customer will be charged to the property owner.

21 **(D) Testing.** The municipality shall arrange for suitable means of testing its meters. All tests  
22 will be at the sole expense of the customer unless initiated by the municipality. The  
23 customer requesting a meter test shall make a deposit in an amount established under the

1 “Schedule of Fees” to cover the cost of removal, testing and re-installation. If a meter  
2 tested at the request of a customer shows the meter does not conform to flow criteria  
3 established by AWWA standards, the deposit made by the customer shall be refunded  
4 and a new meter shall be installed at no cost to the customer. If the meter conforms to the  
5 standards of these rules, the municipality will retain the customer’s deposit and the meter  
6 may be continued in use at the same location. Municipality reserves the right to remove  
7 and test any and all meters.

8 **(E) Multiple Meters.** Water shall not be double metered. Each newly constructed separate  
9 apartment and each residential unit of a townhouse, condominium or duplex building  
10 shall be individually metered. Existing apartments may remain with one meter per  
11 building, but the correct size meter must be installed if not already in place. Exemptions  
12 may be granted for residential properties with approval from the governing body.

13 **(F) Meter Malfunction or Removal.** If a meter is removed from service at the request of the  
14 customer, the municipality will make an estimate of the water consumption during the  
15 period of removal, to be based on the average consumption for similar periods for the  
16 customer, and the water charges will be computed accordingly. If the municipality  
17 initiates the meter removal due to malfunction or replacement, water consumption for the  
18 period of meter removal shall not be estimated or charged to the customer.

19 **(G) Related Apparatus.** No appurtenances shall be installed prior to the meter without  
20 Municipal approval.

21 **Section 26. FIRE HYDRANTS**

22 Fire hydrants, whether on public or private property, may not be used for any other purpose than  
23 the extinguishment of fires, normal flushing operations done by the Water Department, or such

1 purposes agreed to in writing by the municipality. In no case shall fire hydrants be opened by  
2 any person other than an agent of the municipality or a duly authorized representative of the fire  
3 department. Hydrants shall not be used for irrigation, filling of swimming pools, dust control,  
4 water games, or any other non- legitimate use without prior consent from the Municipal  
5 Representative and Fire Chief. Violators will be prosecuted to the full extent of the law as it  
6 pertains to tampering with public water systems.

7 **Section 27. TAMPERING WITH PUBLIC WATER SYSTEM, PROHIBITED**

8 Tampering with municipal water system property is not permitted. Any valve, pump, pump  
9 house, hydrant, curb stop, water main, municipal service line, tank reservoir or any other  
10 appurtenant part of the water system, which is deemed the property of the municipality, shall not  
11 be adjusted, operated or tampered with by any person except those authorized by the  
12 municipality. If a customer or owner is known to have tampered with any municipal water  
13 system property or its works, such action shall be grounds for discontinuance of water service,  
14 and any cost due to such tampering will be charged to said customer or person.

15 **Section 28. WATER MAIN EXTENSION, PLAN APPROVAL AND CONSTRUCTION**

16 Any person desirous of constructing an extension to the water system shall apply to the  
17 municipality.

18 (A) Upon preliminary approval of the application by the Municipal Representative, the  
19 applicant shall have final plans and specifications developed by a professional engineer  
20 whom the municipality agrees has demonstrated proficiency in water system design, and  
21 is registered to practice civil engineering in Vermont.

22 (B) Construction shall not commence until the Municipality has issued approval of the  
23 plans.

1 (C) Written approval by the Municipal Representative will address issues such as  
2 engineering oversight, submission of record drawings, the municipality's rights for  
3 review of the project and payment by the applicant in the event the municipality hires an  
4 outside engineering firm in the event the water mains are not being constructed  
5 according to original plans.

6 (D) The municipality reserves the right to require meter installation at any curb stop for  
7 private water main extensions.

8 (E) All work performed shall remain uncovered until an authorized municipal representative  
9 has inspected the work and indicates general satisfaction with it. The Municipality may  
10 request digital photographs of the main water extension while uncovered.

11 (F) A record drawing of the extension will be recorded with the Department of Public  
12 Works at the builder's expense.

13 **Section 29. MATERIALS**

14 Materials used in building service lines from the curb stop to the meter shall be specified and  
15 approved by the municipality. All materials used and methods employed shall conform to  
16 current NPC and AWWA Standards, as amended.

17 **Section 30. PROTECTION FROM DAMAGE**

18 No person shall maliciously, willfully or negligently break, damage, destroy, uncover, deface or  
19 tamper with any structure, appurtenance, or equipment, which is part of the water system. Any  
20 person violating this provision shall be subject to immediate arrest under the charge of unlawful  
21 mischief as set forth in 13 V.S.A. §3701.

1 **Section 31. PENALTIES**

2 (A) Any person found to be violating any provision of this Ordinance shall be served by the  
3 municipality with written notice stating the nature of the violation and providing a  
4 reasonable time limit for the satisfactory correction thereof, except in the event of an  
5 Emergency Termination of Water Service or other exigent or emergent circumstances as  
6 determined by the Municipal Representative or their designee in their sole discretion.

7 The offender shall, within the period of time stated in such notice, permanently cease all  
8 violation. Any person who shall continue any violation beyond the time limit mentioned  
9 above shall be guilty of a misdemeanor and on conviction thereof shall be fined the  
10 maximum amount allowed under State Statute. Each day in which any such violation  
11 shall continue will then be deemed a separate offense. In addition to any fine imposed,  
12 any person violating any of the provisions of this Ordinance shall become liable to the  
13 municipality for any expense, loss, or damage incurred by reason of such offense.

14 Notwithstanding any of the foregoing provisions, the municipality may institute any  
15 appropriate action including injunction or other proceeding to prevent, restrain or abate  
16 violations of any provision of this Ordinance.

17 (B) In addition to completion of the remedial actions referenced above, any person in  
18 violation of this Ordinance shall be subject to civil penalties charged based on the  
19 maximum allowed under 24 V.S.A. § 1974a and § 5151. The Municipal Representative  
20 is designated the Enforcement Officer to act as an issuing municipal official to issue and  
21 pursue a municipal complaint for the civil penalty before the Vermont Judicial Bureau, or  
22 another court of competent jurisdiction.

1 (C) An Enforcement Officer is authorized to recover Civil Penalties and Waiver Fees in the  
2 following amounts:

	<u>Civil Penalty</u>	<u>Waiver Fee</u>
First Offense	\$160	\$100
Second Offense	\$320	\$250
Third Offense	\$480	\$400
Fourth Offense	\$640	\$550
Fifth and Subsequent Offenses	\$800	\$700

3 (D) In addition to the enforcement procedures herein, the Selectboard may commence a civil  
4 action in Superior Court to obtain injunctive or other appropriate relief and may pursue  
5 any other remedy authorized by law, including but not limited to relief available under  
6 common law claims, including but not limited to a claim of public or private nuisance.

7 **Section 32. SEVERABILITY**

8 If any portion of this Ordinance and any amendments made hereto are held unconstitutional or  
9 invalid by a court of competent jurisdiction, the remainder of this Ordinance and any  
10 amendments made hereto shall not be affected and shall remain in full force and effect. If any  
11 statute referred to in this Ordinance shall be amended, this Ordinance shall be deemed to refer to  
12 only such amended statute.

13 **Section 33. EFFECTIVE DATE**

14 This Ordinance shall become effective sixty (60) days after adoption by the Town of Woodstock  
15 Selectboard. If a petition is filed under 24 V.S.A. §1973, that statute shall govern the taking  
16 effect of this Ordinance.



**ADOPTED** at Woodstock, Vermont, this 31<sup>st</sup> day of January 2025 by the Town of Woodstock Selectboard:

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Ray Bourgeois, Chair

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Susan Ford, Vice Chair

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Greg Fullerton

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Laura Powell

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Keri Cole

**APPENDIX A**  
Town of Woodstock Water Department  
Service Connection Permit Application

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Type of Service (Check one)**

Domestic \_\_\_\_\_ Commercial \_\_\_\_\_ Industrial \_\_\_\_\_ Other \_\_\_\_\_

Estimated date of Service: \_\_\_\_\_

The undersigned, being the (owner, owner's agent) of the property located at \_\_\_\_\_

\_\_\_\_\_, does hereby request a permit to install and connect a building waterline to serve the (residence, apartment, commercial building, industrial building, or other) at said location. I also understand that the connection fee for the water service is \$1000 per equivalent domestic unit and is payable prior to connecting to the system. In the event no equivalent domestic unit can be determined based on the uses in Chapter 1 of the Environmental Protection Rules, the connection fee shall be based on the use's maximum daily demand in cubic feet per day that could be used by the applicant multiplied by the rate established by the governing body for commercial uses, subject to review and approval by the Municipal Representative under the Woodstock Water Use Ordinance ("Ordinance"). Additionally, I understand that I am responsible for paying for all materials and construction costs for the work necessary to connect my water service to the municipal system and that I will maintain the building connection and water meter at no cost to the Town. I agree to abide by the Ordinance. I agree to allow Town Employee access to my property for the purpose of installing, reading and/or servicing the water meter and associated water connections. I will notify the Public Works Director when the building water service line is ready for inspection and connection, prior to any of the work being covered. I will obtain all necessary Town and State permits required for this project prior to connecting to the water system.

1. Name/ address and phone number of person making the connection to the municipal water system: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2. The following fixtures and or drains will be connected to the proposed building sewer.

Number	Fixtures
	Kitchen Sinks
	Bathroom sinks
	Bathroom toilets
	Tubs/Showers
	Floor Drains

3. The maximum number of people who will be using the above fixtures is: \_\_\_\_\_

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Signature of Applicant

Printed name: \_\_\_\_\_

**\*A copy of all plans must be attached to this application prior to approval.\*\***

Date of Town of Woodstock Water Connection Approval: \_\_\_\_\_

Signed: \_\_\_\_\_

Printed name: \_\_\_\_\_

Town Manager or Municipal Representative, Town of Woodstock

**APPENDIX B**  
Town of Woodstock Water Department  
Water Disconnect Notice

Date:

Amount in Arrears: \$ \_\_\_\_\_

Dear Customer:

According to our records, your water service account is still unpaid. Please make full payment of the account or contact our office to make satisfactory arrangements before \_\_\_\_\_. If this is not done, we will no longer be able to extend credit and will have to discontinue your service, on that day or any one of the following four business days. (Under the law, "Business days" means Monday through Thursday, excluding legal holidays, when the offices are not open to the public). An unpaid bill is a lien on your real property, and may lead to tax sale proceedings.

SPECIAL CHARGES—24 V.S.A. § 5151 provides that we charge a fee for coming to your location to collect the amount overdue. Also, the same statute provides that we shall charge a reconnection fee for restoration of service if your service has been disconnected for nonpayment. These fees are as follows:

Collection Trips—\$ 25.00, regardless of number

Reconnection—Normal Hours—\$ 25.00

Overtime—\$ 37.50

Interest according to 32 V.S.A. § 5136(a)

If payment has already been sent, we recommend that you contact our office to make certain that payment is recorded on your account by the indicated date as such payment may have become delayed or lost in the mail. Payment in the mail does not constitute payment until received by us.

THIS IS A FINAL REQUEST FROM:  
Woodstock Water Department  
Town of Woodstock  
PO Box 488  
Woodstock, VT 05091  
(802) 457-3456

Other Important Information: If you have a question concerning this bill or if you want to seek an agreement with us to pay the balance due in partial payments over a period of time, you should contact this office as soon as possible after receipt of this notice. In the event an agreement is entered into, failure to abide by the terms of agreement can lead to disconnection without further notice. If disconnection would result in an immediate and serious health hazard

to you or to a resident within your household, disconnection will be postponed upon presentation of a duly licensed physician's certificate.

Appeals: If you cannot reach agreement as to payment of this bill with the department listed above, you may appeal to:

Chair of Selectboard, Town of Woodstock  
PO Box 488  
Woodstock, VT 05091  
802-356-3456

An appeal cannot be taken unless you first attempt to settle with the credit supervisor. You may appeal only as to the proper amount of your bill or the correctness of application of the rules and regulations. You may not appeal as to the level or design of the rates themselves. No charge shall be made for the appeal. However, undisputed portions of the charges giving rise to this notice must be paid before the disconnection date given above.

**ABATEMENT AND POSSIBLE REDUCTION IN CHARGES**—You may be able to receive a reduction of charges, penalties, or interest through municipal abatement. To seek this reduction in charges from the Board of Abatement, contact the municipal clerk by mail, phone, or email:

F. Charles Degner, III, Town Clerk  
Town of Woodstock  
PO Box 488  
Woodstock, VT 05091  
802-457-3611  
[clerk@townofwoodstock.org](mailto:clerk@townofwoodstock.org)

(Added 1977, No. 93; amended 1987, No. 33, § 1; 1989, No. 45, § 10; 2023, No. 106 (Adj. Sess.), § 2, eff. May 13, 2024.)

**APPENDIX C**  
Town of Woodstock Water Department  
Hardware Specifications

**Business Service Lines**

The minimum business service line diameter for a single-family residence shall be three-quarters of an inch. The municipality may require a business service line with a diameter larger than three quarters of an inch if the demand flow rate exceeds 15 gallons per minute (GPM).

**Service Line Material Specifications**

All service lines shall be type K copper or 200 psi CTS plastic.

**Curb Stop**

All curb stops shall be Erie Rod style.

**Fitting Specifications**

All fittings shall conform to AWWA Standards.

**New Service Line Installations**

Water service lines shall not be laid in the same trench with other lines unless the other lines contain drinking water from the same system or have been plugged and abandoned. The municipality considers the common use of a trench for water lines, sewer lines, telecommunications lines, natural gas lines, and electrical lines to represent an unacceptable construction practice which can create unsafe conditions. Co-location of lines within a common trench shall be grounds for denial or discontinuance of water service.

The water service line shall be:

1. A minimum of ten feet away from all combined or sanitary sewers including house sewers
2. A minimum of five feet away from all storm sewers
3. Installed at a minimum depth of 4.5 feet. If a depth of 4.5 feet is not possible due to extenuating factors (i.e. other utilities or ledge), insulation will be required as specified by the municipality.

**Existing Service Line Repair/Replacement**

Existing service line repair and replacement shall follow same guidelines as new installations where possible. Exemptions may be granted in extenuating circumstances with prior approval from the Municipal Representatives and Water Operator.

**Quarter-Turn Stop Valve**

A quarter-turn stop valve rated at a minimum of 250 pounds per square inch shall be required for every water service. The valve shall be:

1. Located inside the building near the service entrance
2. Easily accessible
3. Protected from freezing
4. Installed on the inlet side of the water meter as close to the foundation wall as practical

5. The property owner is responsible for the installation, maintenance, operation, repair, and replacement of this valve. All connections in the incoming service line shall be metered.

**Dual Check Valve**

A dual check valve manufactured as per American Society of Mechanical Engineers (ASME) specification Number 1024 shall be installed at all domestic and small commercial services (less than 15 GPM flow). Other backflow devices shall be installed at industrial, commercial, or other services greater than 15 GPM flow as required by the municipality and as recommended by the Vermont Department of Health.

**Corporation**

Shall mean the water shut off valve attached to the saddle at the water main, to which the Service Line Municipal is attached; shall be brass ball valve style, MacDonald 4701 Series or approved equivalent.

**Saddle**

Shall mean the mechanism for attaching smaller service line to larger service line. For this purpose of this ordinance shall mean a Smith-Blair Series 317 or approved equivalent.