

# TO OUR CUSTOMERS

All of the information contained within is governed by City Ordinances (see Chapter 9 of the Code of Ordinances), policies established by City Council and the Utility Policy and Appeals Board, and operating rules and procedures established by the General Services Director (Article 9-1-10, Code of Ordinances).

If you have any questions about our rules or rates, please contact a customer representative by calling (603) 225-8693. You may also visit our website at [www.concordnh.gov](http://www.concordnh.gov) or direct inquiries to:

General Services Director

311 N. State St.

Concord, NH 03301

Tel. (603) 228-2737

Or by e-mail to: [generalservices@concordnh.gov](mailto:generalservices@concordnh.gov)

Questions may also be addressed to:

City Manager

41 Green St.

Concord, NH 03301

Tel. (603) 225-8570

Billing disputes may be brought to the attention of:

Utilities Appeals Board

ATTN: Business Manager

311 N. State St.

Concord, NH 03301



City of Concord

311 N. State St.  
Concord, NH 03301  
Phone: 603-225-8693  
Fax: 603-228-2749  
Web: [www.concordnh.gov](http://www.concordnh.gov)

City of Concord

## Summary of Rules

This brochure provides information regarding the Rules that establish the terms and conditions under which water and sewer services are provided to the municipal utility customers of the City of Concord.

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## General Conditions & Rules for Customers

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All Customer premises shall be metered. The water meter is property of the City. New customers and customers requesting any change to the information contained in the utility bill's "Customer Billing Address" must complete and return an [Application for Service](#) form to the department. The form is used to transfer billing information from one owner to the next when the property is sold. A tenant customer requesting that the utility bill for the leased property be put in their name must have the landlord sign the [Application for Service](#) form. **Regardless, under all circumstances the property owner remains responsible for all municipal utility bills for their property.** In the event an [Application for Service](#) is not provided to the department, the department will use the property owner's name and address as obtained from the City's Real Estate Assessment Department to bill for municipal utility charges.

The City shall decide which type and model of meter to be used at the premise. The City is currently using Automatic Meter Reading devices to read water meters. Two device types are used, one connected and read over phone lines, the other read by radio wave transmission. No other types of meters will be allowed, except for the convenience of the City. Further information on AMR meter systems is available by calling customer service.

As a condition of service, each customer agrees to allow the City access to its metering equipment upon appointment at reasonable times during the City's business hours, or during emergency situations. When the City decides to install a phone connected AMR meter, the customer will not interfere with the City using the customer's phone line for connection.

Employees or agents of the department must be allowed to inspect all pipes, fixtures and apparatus, and to control the curb valve upon appointment at reasonable times during the City's business hours, or during emergency situations.

They must also be allowed to make examinations to ascertain the quantity of water used, the manner of it's use, and whether any improper use or waste was or is being made. No party may make concealment of its uses. No person, firm or corporation shall perform any act or commit any deed to obstruct or interfere with the proper measuring of water or discharge by the meter. Such acts shall be cause for termination of service. Fraudulent acts shall be referred to the City Prosecutor as theft of service.

Typically, only one City meter will be allowed at each property. No customer shall be allowed to supply water through his meter to a party or parties outside his own premises. The owner of the premises, who is not necessarily the customer of record, shall be held liable to pay the bill for the entire amount used upon such property, irrespective of subleases or individual consumers who actually used the service.

If the owner of any property or premise places one or more private secondary meter(s) in order to divide the City's utility charges, it shall be at the owner's expense. In all such cases the charges for water will be made to the owner of the premise or the customer of record on the City meter only. Any secondary meter(s) shall be set in the plumbing system downstream (on the customer side) of the City's meter. The City does not verify nor certify the accuracy of the secondary meter(s) nor is the City responsible for the proper division of its charges among users at such property.

Each City meter will be set by an employee of the Department, and shall not be moved or disturbed without permission from the department. All meters put in by the Department will be kept in repair by the Department and recalibrated for accuracy according to American Water

Works Association standards. When a meter has been damaged or allowed to freeze by an act of or failure to act by the consumer, the repair or replacement costs will be charged to the owner of the premises.



## Water Not Entering Sewers

The use of permanent automatic irrigation systems, from which there are no hose bib connections installed (closed system, so called), may be allowed for the express purpose for which intended. In those cases so allowed, a separate meter may be installed that is parallel and not in series with the first premise meter. The second meter will be used to bill for water usage only and will not be billed for sewer usage. There is an additional fee for the second meter.

Temporary meters installed on water hydrants with proper backflow prevention provided may be used for short duration uses, for example, irrigation of new vegetation or construction. These meters, if it is determined no flow returns to the sewer, will be used to charge for water usage only. In other cases, where the flow does return to the sewer, such as meters used to test plumbing in large building construction, both water and sewer usage will be charged. In no case will a temporary meter be used to calculate a credit against a premise's installed meter.

