



Town of  
STONEHAM

MASSACHUSETTS 02180

Public Works Department  
16 Pine Street

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**UTILITY REPAIR POLICY**

**WATER SERVICES**

1. The Town of Stoneham will be responsible for the maintenance and repair of water services from the water main to the water shutoff in the sideline of the street (back edge of sidewalk).
2. Expenses for the repair of water services from the sideline of the street to the building/dwelling will be the responsibility of the owner.
3. When it has been determined that a partial or complete water service relay is necessary on the owner's property, the owner is responsible for the cost of repairs. The owner will have to hire an outside contractor to perform the repairs. Said contractor must be licensed by the Town of Stoneham as a "drain layer". In addition, for any excavations within "Public Ways", the contractor must obtain a street opening permit at the Public Works Department. To obtain the "street opening permit", the contractor must furnish a certificate of liability insurance in the amount required by the Town, with the Town of Stoneham listed as "additional insured". Once repairs, etc., have been made, this Department must be contacted for any and all inspections. Fees and additional permits may apply.
4. Fees will apply for shutting off water to allow for the repairs/revisions of interior plumbing and/or leaks on the property. When possible, prior notification, unless an emergency, is required for the shutting off of the water. Under no circumstances is anyone other than an employee of the Department of Public Works allowed to operate any water gate valves, etc.
5. Fees will apply for the replacement of water meters due to frost and/or abuse.

**SEWER SERVICES**

1. A sewer service is defined as the physical connection from the municipal sewer main, including the connection at the main, to the foundation of the house.
2. Homeowners, at their cost, will be responsible for the hiring of a private contractor for the installation, maintenance, and repair of sewer services from the sewer main, which includes the connection from the sewer main to the foundation of the house. This work must be done by a contractor that is licensed with the Town of Stoneham. Said contractor must be licensed by the Town of Stoneham as a "drain layer". In addition, for any excavations within "Public Ways", the contractor must obtain a street opening permit at the Public Works Department. To obtain the "street opening permit", the contractor must furnish a certificate of liability insurance in the amount required by the Town, with the Town of Stoneham listed as "additional insured". Once repairs, etc., have been made, this Department must be contacted for any and all inspections. Fees and additional permits may apply.
3. Expenses for installation, maintenance, and repair of sewer services from the sewer main including the connection from the sewer main to the foundation of the house, will be the responsibility of owner.
4. At no time will Department of Public Works Personnel enter the home to relieve any blockages in private sewer services.