



Town of Dover

Water Use Restriction Bylaw Enforcement Policy

1. Introduction:

The Town of Dover at its 2022 Annual Town Meeting adopted a Water Use Restriction Bylaw that covers all water sources in the Town including; Aquarion Water Co., Dover Municipal Water, and private wells. This bylaw is Chapter 182 of the Town of Dover General Bylaws.

2. Purpose:

This enforcement policy, as authorized by Chapter 182, Section 14 of the Water Use Restriction Bylaw, is to ensure that the citizens of Dover are aware of the newly created water Use restrictions and assist in the reduction of water consumption during states of water conservation, drought, or water emergency. This policy focuses on education first to further the goals of water use reductions. The Town of Dover will use the town website, social media, and other platforms to increase general awareness of water conservation.

The water use restrictions will be enforced through the enforcement section of the bylaw, which is spelled out below.

3. Complaints:

Complaints can be submitted multiple ways and are anonymous if requested. The complaints will be handled by DPW staff.

1. DPW phone line: 508-785-0058
2. DPW email: doverwater@doverma.gov
3. Online form: <https://www.doverma.gov/567/Dover-Water-Resource-Information>

Upon receiving a complaint, the following actions are triggered:

1. Upon receiving a complaint regarding suspected improper water use, the Dover DPW will send out an employee to witness / investigate the violation.

2. If the employee witnesses or is able to confirm the violation occurring, a written assessment will be completed and provided to the DPW Director or their designee.
3. The DPW Director or their designee will send the documented address a letter outlining the current status of water restrictions and resources on limiting water consumption.
4. This process will be repeated once again if there are separate complaints on different days at least one week apart.
5. Any address found in further violation of the Town's Water Use Restrictions bylaw, and who has received two prior letters* in the same calendar year, will be subject to the fine schedule outlined in Chapter 182, Section 13 of the Town of Dover Water Use Restrictions Bylaw, and shown below in Section 4 of this policy, for any subsequent offense.

* Aquarion Water Company customers will receive the letters outlined in section 3.3 and 3.4 of this policy from Aquarion Water Company. Any Aquarion Water Company customer found in violation of section 3.5 of this policy will receive all subsequent correspondence from the Town of Dover.

4. **Penalties:**

Per the Water Use Restriction Bylaw the violations are as stated below and at the discretion of the DPW Director:

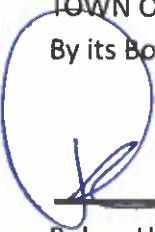
- First violation: Written Warning
- Second violation: \$50
- Every violation thereafter: \$200
- Each day of violation shall constitute a separate offense. Fines shall be recovered by complaint before the District Court, or by non-criminal disposition per section 21D of chapter 40 of the general laws.

5. **Policy Changes:**

The Board of Selectmen reserves the right to change, modify or amend all or part of this policy at any given time.

VOTED EFFECTIVE AS OF: **/**/2022

TOWN OF DOVER, MASSACHUSETTS,
By its Board of Selectmen,


Robyn Hunter, Chair


Robert Springett, Clerk


John Jeffries, Member