

## TOWN OF BYRDSTOWN WATER AND SEWER POLICIES

*The Town of Byrdstown is an equal opportunity provider and employer*

109 West Main Street \* P.O. Box 325  
Byrdstown, TN. 38549  
PH: 931-864-6215 \* FAX: 931-864-6120

### **WATER & SEWER TAPS:**

- 1. A tap fee shall be collected prior to making any water tap.** (The following fees do not include the required water connection fee which is **\$50.00** for water.) A base tap fee of **\$450.00** **inside** city limits and **\$600.00** **outside** city limits shall be charged for all  $\frac{3}{4}$  inch taps. A **1 inch** water tap is **\$600.00** **inside** city limits and **\$750.00** **outside** city limits. A **2 inch** water tap is **\$1100.00** **inside** city limits and **\$1300.00** **outside** city limits. The tap fee includes making the tap, use of a city meter, and running up to **50 feet of service line** to access the property line at nearest point of convenience for the Town in normal soil. The applicant shall be responsible for any costs beyond **50 feet** or going through difficult soils (i.e., rock). **The applicant shall be responsible for all costs if a road bore and/or blasting is required.** The Town shall approve all meter locations. All residential meters shall be  $\frac{3}{4}$  inch taps unless engineering constraints require a deviation from this policy (i.e., sprinkler systems, distance, elevation, or other factors). **The customer is responsible for installation of the service line from the meter to the residence or point of final usage.** All installations, water and sewer, shall meet all local, state, and federal laws and regulations. **One meter shall service only one (1) residence (living quarters).** Garages, barns, and outside faucets shall be considered part of the meter package as long as they are **not** used as a living area water supply. The Town of Byrdstown is the sole owner of the meter and the upkeep of the meter itself is the responsibility of The Town of Byrdstown. This upkeep does not include connections made to meter from customer's side.
- 2. A tap fee shall be collected prior to making any sewer tap.** A non-refundable tap fee of **\$300.00** and a non-refundable connection fee of **\$50.00** shall be collected **before** the tap is made. All sewer tap locations shall be subject to approval by the Town of Byrdstown. The Town shall make the basic tap. The customer shall be responsible for any blasting and for all other installation expenses. All work must comply with all state and federal regulations.
- 3. A residential/commercial/industrial rate will be charged according to the applicant's use of water/sewer meter tap.** A copy of the rate guide sheet is available at Town Hall for all customers. Water/sewer usage and rates shall comply with FMHA and all other State and Federal regulations.

**WATER AND SEWER CONNECTIONS / BILLING**

1. Meter readings are manually read each month by an employee of the Town of Byrdstown and bills are issued and payable monthly.
2. The Town of Byrdstown meter reader and/or other authorized representatives for the Town shall have easy access at all times to the premises supplied for the purpose of setting, reading, repairing, or removing meters; and/or for making necessary inspections. Proper accessibility ensures accurate readings and allows meter readers to examine meters for damages and/or leaks. If for any reason the ease of access to the Town's meter is hindered due to changes made by the owner such as the addition of a new fence, gate, dogs or other animals and/or any other obstacle that hinders the Town's access, a letter will be sent explaining the situation and requesting the owners help in solving the problem. If the situation is not resolved within 30 days, the Town of Byrdstown will relocate the meter at the owner's expense. This will include a \$200 minimum fee for up to 2 hours work and an additional \$100 per hour thereafter. If additional work or a new meter is required to solve the problem, the owner will be responsible for all fees associated with installation of a new water tap.
3. All applicants requesting water service will be required to show a valid photo ID before water service can be obtained.
4. If the applicant has other accounts, the balances on each account must be current before a customer can open a new account in his/her name. If the applicant wishes to close one account and open a new account, the outstanding balance must be paid in full and the final bill paid before the customer can open the new account. In the event a prior balance is missed for whatever reason, the outstanding balance on the customer's closed account will be transferred to the customer's new account.
5. A non-refundable connection fee of **\$50.00** shall be paid before any water meter is turned on. A sewer connection fee of **\$50.00** shall also be paid if sewer service is available at the same location.
6. The non-refundable connection fee associated with turning on water and/or sewer services for **owners of rental or lease properties** in which there is a constant turnover of tenants will be a flat rate of **\$25.00**. If the **Town's records** show that said property has never been in the owner's name, the owner will have to pay the normal connection fee of **\$50.00** for water and **\$50.00** for sewer the first time the account is put in his/her name. From then on the owner will be entitled to the reduced flat rate of **\$25.00**. Billing will continue at normal rates until the owner/property manager notifies the Town that a new tenant will be taking over the account or a **disconnect request** is submitted.
7. Renters, individuals with leases, or any other form of tenant must obtain, fill out, and return an **Owner's Authorization** form before water can be turned on in his/her name.

8. Owners of rental properties will be responsible for any explained or unexplained water usage during inactive periods between tenants.
9. To avoid late payment charges, payment must be posted to the customer's account by the **10<sup>th</sup>** of the month for account holders who have meters located inside the city limits and the **25<sup>th</sup>** of the month for account holders having meters located outside the city limits. Payments postmarked by the due date with the postal service but received after the before mentioned due dates are subject to penalties.
10. Accounts owing **\$10.00** or more in previous balances by the next billing cycle will be sent a disconnect notice. If the account is left unpaid at the end of the second billing cycle (meaning the account is **30** days past due), the meter will be disconnected by a date chosen by the Town which is usually the **11<sup>th</sup>** for account holders inside the city limits and the **26<sup>th</sup>** for account holders outside the city limits. If the Town is unable to lock meters on the above mentioned cut-off dates, the Town may elect to extend the cut-off date; however, cut-off extensions can **NOT** be granted for any other reason.
11. If a customer's meter is locked due to nonpayment, a service fee of **\$15.00** per account/meter (**7:00a.m. to 3:00p.m.**) or **\$30.00** per account/meter (**after 3:00 p.m.**) will be paid in addition to the full amount owed on bill. If the customer is unable to pay the account in full, he or she may pay a minimum amount which equals the full amount of their current bill including any late charges along with **20%** of the customer's past due amount. This; however, means that the account holder will be on the disconnect list again the following month if the amount left on their bill is **\$10.00 or greater**. Reconnection after **3:00 p.m.** will be at the customer's request only, otherwise the Town will reconnect the following day.
12. Account holders who are on the cut-off list once the Town of Byrdstown's employee(s) leave office to lock meters must pay the service charge listed above of **\$15.00 regardless** of whether their meter was actually locked or not.
13. Customers who pay their water bill(s) with a bad check will be charged a **\$10.00** service fee plus any applicable bank fees that are charged to the Town to process the returned check.
14. In addition to the above fees, customers who pay their delinquent water bill(s) with a bad check in order to keep their meter(s) from being locked will automatically be charged the normal **\$15.00** reconnect fee on each account for which the check was supposed to pay whether or not the meter(s) have been locked by the time the customer comes into the office.
15. Another check will not be accepted as payment to cover a bad check. Customers must pay with cash or money order only. In addition, payment will be applied to the same account(s) for which the bad check was initially meant to pay.

16. Any account that remains unpaid for **3 months** will automatically be placed in cut-off status which will end billing; however, if the customer comes back to re-establish water service **on the same account**, he or she will be required to pay the account in full plus a minimum bill for the months the account remained cut-off (**up to 12 months**). In addition he or she will be required to pay the regular **\$50.00** fee for water connection or **\$100.00** for water and sewer connection.
17. Customers with **inactive meters** will be required to pay at least their area's minimum bill every month or have their meter disconnected, the account permanently closed, and the final bill paid. If the meter has been disconnected and the customer wishes to reconnect, he or she must pay the number of months they were disconnected times their area's minimum bill for up to **twelve (12)** months. In addition, the customer will have to pay the regular **\$50.00** hook-up fee for water connection or **\$100.00** for water and sewer connection. Agriculture meters used during drought periods may be exempt upon mayoral approval.
18. **All** water customers are required to pay their areas minimum bill every month **or** submit a **Termination Request** form to discontinue services. Once the Termination form is submitted, the water meter shall be read and the meter will be locked or disabled for the customer's final bill.
19. Customers wanting to terminate water service must submit a service **Termination Request** form to the Town the day **before** service is to be discontinued. Any and all charges including penalties incurred on the account after the customer leaves the rental property will be owed by the customer **IF** the customer neglects to terminate his or her water and/or sewer service.
20. Customers who need to have a meter turned on for **inspection purposes** can pay a reduced **\$35.00** connection fee. **A Water Inspection Request form** must be submitted and the meter can **ONLY** be on for a maximum of **24 hours**. **USAGE MUST NOT EXCEED THEIR AREAS ALLOWANCE FOR A MINIMUM BILL**. It is the responsibility of the customer to make sure the Town has relocked the meter. If the customer does not follow through, he/she will be subject to the normal hook-up and billing fees discussed previously in these policies.
21. Any customer's meter that is used for dwelling or business purposes that have toilets, sinks, etc... **AND** is easily accessible to the Town's sewer system will pay all sewer charges including sewer hook-up fees regardless of whether he/she is connected to the Town's septic or has his/her own septic system in place.
22. If a meter is turned on or installed where sewer lines are easily accessible, **BUT** the customer is **NOT** connected to a septic system **OR** the Town's sewer system **AND** the meter is **DOES NOT** provide service any type of toilets, sinks, etc. (i.e. a standalone outdoor faucet); the customer may bypass the standard sewer charges including sewer hook-up fees.

23. A total charge of **\$2.20** per month which includes taxes will be added to each customer's water bill. This is to cover charges by the Corps of Engineers (COE) for the Town to use Dale Hollow Lake as a water holding facility.
24. All damages to the Town of Byrdstown Water and Sewer Department's property (meter box, meter, lines, locks, water fire hydrants, and all other items present) that is caused by unauthorized use or tampering will be assessed and charged to the listed meter user. The Town may also elect to prosecute at its discretion.

### **ADJUSTMENTS**

1. A customer receiving a bill that seems too high may request that a representative from the Town of Byrdstown assist in determining if there is a leak in their plumbing system. If a leak is **found and repaired** at the customer's expense, he/she can request a leak adjustment.
2. A customer will **NOT** be eligible for an adjustment if he/she owes a **past due** balance on any other account.
3. Leaks tend to get worse over time, so before an adjustment can be made, the customer requesting the adjustment must show proof that his/her water leak has been repaired. A receipt or bill that includes supplies needed and/or services rendered to repair the leak will suffice.
4. The adjustment can span a period of up to **two (2)** consecutive billing periods, but **NO** longer than **two (2)**. Therefore, when the customer brings in an unusually high water bill, he or she will be asked to wait an additional month before taking an adjustment so the Town can be sure the adjustment covers the entire leak. All penalties associated with waiting for the second bill will automatically be adjusted off whether or not the leak actually continues onto the second bill. If the customer refuses to wait, he or she will be asked to sign a waiver stating they understood the Town's adjustment policies and will **NOT** be eligible for another adjustment on that specific leak.
5. A customer must have had the account active in their name for a minimum of **four (4)** months to qualify for a **one (1)** month adjustment and a minimum of **five (5)** months to qualify for a **two (2)** month adjustment. Customers holding accounts under these minimum time frames will **NOT** be eligible for an adjustment because they do not have the required three **(3) months** of bills prior to the leak needed to figure an accurate average.
6. The procedure for adjusting water and sewer bills is as follows:
  - a) The **three (3)** bills prior to the leak will be used to calculate the customer's average water usage bill—this will be subtracted from the leak amount(s) being adjusted and all water usage above that average will be charged at a rate of **\$1.60** per **1000 gallons** plus tax and added to the calculated water usage average for a total adjusted bill amount.

- b) For accounts that have sewer services, a sewer usage average will also be determined based upon the customer's **three (3)** bills prior to the leak and added to the total adjusted bill amount.

### **INDUSTRIAL FLOW**

(For information on other water rates please see the  
Town of Byrdstown's Schedule of Water and Sewer Rates.)

1. If only a portion of your property is assessed as industrial by the Town of Byrdstown Water and Sewer Department, before you are eligible for industrial rates, a key requirement that a separate meter must be installed to isolate industrial flow must be met.
2. Many facilities have multiple city meters on site which may already isolate industrial flow. If this is the case for your facility, you must identify which meter(s) isolate the industrial flow and notify the Town of Byrdstown Water and Sewer Department. Upon notification, we will arrange a site visit to confirm the meter(s) isolate the industrial flow. Once this has been confirmed, you may be eligible for industrial water rates provided your facility has met all the guidelines set forth in the Town's water policy concerning industrial rates.
3. If your facility does not have an existing meter that isolates industrial flow, a new meter must be purchased. Once the new meter has been installed, you may be eligible for industrial water rates provided your facility has met all the guidelines set forth in the Town's water policy concerning industrial rates.
4. Once installation of the meter(s) is complete, the city has confirmed the industrial process flow has been isolated, and all other guidelines concerning industrial water rates have been met, billing at the industrial rate will begin. If a new meter was installed to isolate industrial flow and all guidelines and requirements have been met, the industrial rate will be effective from the date the new meter was installed.
5. The industrial water rate will only be applied to industrial process water usage as isolated by the separate meter(s) and water accounts.

# TOWN OF BYRDSTOWN WATER AND SEWER POLICY AGREEMENT

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109 West Main Street \* P.O. Box 325  
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I, \_\_\_\_\_, have read and understand all the policies  
(Please print)  
discussed within the Town of Byrdstown's water and sewer policies. If I had any questions or concerns, an employee of the Town has answered them. I have received a full copy of the Town's policies for my own personal records and information. I accept and agree to all of the Town's policies.

Please sign and date below:

Signature: \_\_\_\_\_

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