

Resolution 2011-07

Town of Ashland City
Water and Sewer Department
Rules and Regulations

A RESOLUTION OF THE CITY COUNCIL OF THE TOWN OF ASHLAND CITY ADOPTING WATER AND SEWER DEPARTMENT RULES AND REGULATIONS FOR UTILITY USERS WITH THE TOWN OF ASHLAND CITY.

The Town of Ashland City will provide utility services to all qualified customers in the Ashland City service area. These rules and regulations are written to ensure understanding by all Town of Ashland City customers that desire utility service.

1. **Application for service:** Each prospective customer desiring utility service is required to complete and sign an "Application for Service" form. One (1) form of identification is required, a driver's license or picture ID. Renters must show their lease agreement with date lease is in effect. Applications received before 12:00 noon will receive service by 4:00 p.m. of the same working day. Applications received after 12:00 noon will receive service by 12:00 noon of the next working day. Although this procedure will be followed as closely as possible, occasions may occur that require a variation from the regular service policy.
2. **Application fee:** **A.** An application fee will be administered to all new customers, present customers transferring to a different location, customers desiring to change names on accounts, and contractors during construction process. Service charges must be paid before any utility service is supplied. The application fee for a homeowner will be Fifty (50) dollars. The application fee for all renters is one hundred (100) dollars.
B. Contractors will not be charged for services that are not being used during the construction phase if the utility account is in the construction company's name. Contractors will be charged all fees once a certificate of occupancy is issued, charges will apply. All services will be charged when the utility account is set up under the occupant's name.
3. **Customer's Service Standards:** **A.** All wiring, piping, and any other utility related connections must conform to the Utility Department's requirements; service lines and plumbing must be kept in good and workable condition; and accepted modern standards of National and Tennessee State Codes must be followed. For example, Contractors must have all water boxes to grade before service will be read into customer's name and known leaks must be repaired before service will be rendered by the City.
B. Customers are to keep their meter unobstructed at all times. Failure to comply may result in a Fifty (50) dollar fine plus court costs if applicable.
4. **Billing:** **A.** Bills will be rendered monthly. The first through the 15th net amount is due from the 16th on gross will be due. On the 20th of the month if not paid service will be disconnected. If the 20th falls on a weekend or holiday service will be disconnected the 1st business day thereafter. FAILURE TO RECEIVE A BILL WILL NOT RELEASE CUSTOMER FROM PAYMENT OBLIGATION.
B. 30 days after account is closed if payment is not received this debt will be turned over to a Collection Agency.
5. **Discontinuance of Service by City Utilities:** **A.** The utility may refuse to connect or may discontinue service for the violation of any of its rules and regulations or for making false applications by the customer.

B. Services will not be connected if a previous bill is owed the Utility. A minimum of 50% (at or over \$200) has to be paid before services can be connected. With an agreement worked out to pay the balance. If an applicant has service to more than one address and a delinquent bill is owed at one address it will be attached to the second address (business or residence) to be paid or service to both may be discontinued.

C. If service is discontinued current household members will not be allowed to have service restored in their name until the bill is paid in full and a new application fee is paid.

D. Services may also be discontinued to customer for the theft or destruction of any utility service or the appearance of theft device on the premises of customer or any form of tampering that damages the utility service. Additional charges for tampering may be administered before service is restored as well as to pay for the damages done.

6. **Cut-off for Non-payment:** The City Utilities requires payment in cash, money order, cashier's check, personal check, or Visa /Mastercard debit or credit card when services have been discontinued for payment violation.
7. **Reconnection charge:** Whenever service has been discontinued by the City, as provided above, or a trip is made for the purpose of discontinuing service, a reconnection charge will be collected by the City before service is restored. **A reconnection fee will be charged to the customer when the cut-off leaves the Office with the customer's name on the list to disconnect.** An additional fee will be charged for reconnects for non-payment after 4:30 p.m. Reconnect fee is stated on the reverse of bill. Reconnection by the customer is considered tampering with the meter and customer will be issued a court citation.
8. **Termination of Service by Customer:** Customers who wish to terminate service must give a one (1) day notice to that effect.
9. **Adjustments to Utility Service Accounts:** The city will make normal adjustments on customer accounts when routine errors occur. Other adjustments will be made on the following basis:
 - A. **Water leaks:** Adjustments for leaks on the customer side of the meter will be limited to one billing period adjustment for any one (1) leak. Only one (1) water leak adjustment will be allowed in any twelve (12) month period. Adjustments will be considered ONLY if the leak caused the bill to be five (5) times an average bill. Adjustments will be regulated by City Ordinance. A signed plumber affidavit showing proof of repair will be required before any adjustment can be issued.
 - B. **Sewer Leak Adjustments:** Sewer bills will be adjusted to an average annual bill when a leak occurs in the water system of the customer and the leak does not enter the sewer system. An example of this would be a pipe leak on the customer's property. Water leaks that enter into the sewer system, such as a faucet leak, will be adjusted on the same basis as a water leak. Sewer adjustments are also limited to two (2) consecutive billing periods per leak.
 - C. **Swimming Pools:** There will be one (1) adjustment per calendar year for filling of swimming pools. The adjustment will be for sewer only and will not be adjusted below the average annual bill of the customer. The adjustment will be based on the capacity of water in gallons held by the pool.
10. **Bad Check Policy:** When Financial Institutions return checks or if the automatic withdrawal is denied to the City for insufficient funds or account closed the City will levy a service charge of twenty dollars (\$20.00) and require the check to be picked up by a specified date. Customers with insufficient fund checks or automatic withdrawals denied will be allowed ten (10) days from notification to pick up before a service(s) is discontinued. Service(s) may be discontinued immediately on checks or on automatic withdrawals returned on accounts closed.

11. Customers with a contractor or customer installed S.T.E.P. system will be required to pay a monthly maintenance fee. If the system requires maintenance due to grease in the system, the customer will be billed for the service.

In accordance with Title VI we do not discriminate based on race, color, or national origin in Federal or State Programs.

Read, understood and initialed by the applicant this 11 day of October, 2011
_____ initials.

NOW, THEREFORE, BE IT RESOLVED, that this resolution shall take effect from and after its passage the public welfare requiring it.

Adopted this 11 day of Oct, 2011



Gary Norwood, Mayor



Phyllis Schaeffer, City Recorder