

RESOLUTION NO. 2023- 01

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

Town of Ashland City
Water and Sewer Department
Rules and Regulations

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. ~~Two (2) identifications are required, with one being the customer’s Social Security card~~ A valid state issued ID is required. 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. **Service Charge:**
 - A. Service charges 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. ~~An additional fee will be charged for customers wishing to turn on service(s) after normal working hours.~~
 - B. Contractors ~~usage of a hydrometer~~ will not be charged for services that are not being used during construction if the utility account is in the construction company’s name. ~~All services will be charged when the utility account is set up under the occupant’s name.~~
3. **Customer’s Service Standards:** 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 and yokes 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.
4. **Billing:**
 - A. Bills will be rendered monthly and shall be paid by the ~~30th~~ 20th of the month or service will be disconnected. FAILURE TO RECEIVE A BILL WILL NOT RELEASE CUSTOMER FROM PAYMENT OBLIGATION.
 - B. 60 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 or contracts by the customer.
 - B. Services will not be connected if a previous bill is owed the Utility. ~~A minimum of 75% (amount over \$200.00) has to be paid before services can be connected.~~
 - C. 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.
6. **Cut-off for Non-payment:** The City Utilities requires payment in cash, money order, cashier's check, ~~Visa or 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 a 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 4:00 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. ~~We do not offer after hours connection.~~
 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. Leaks are covered by ServLine if you enroll in coverage.~~
 - 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. Leaks are covered by ServLine if you enroll in coverage.~~
 - 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 to the City for insufficient funds or closed accounts the City will levy a service charge for the amount of the check and ~~require the check to be picked up by a specified date. Customers with insufficient fund checks will be allowed ten (10) days from notification to pick up before a service(s) is discontinued. Service(s) will be discontinued immediately on checks returned on accounts closed. (Bad check service charge is shown on reverse of bill.)~~ add it back to the account. A letter will be mailed, the account will be flagged, and service will be disconnected if the balance has not been paid by the 20th of the month.
 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 other than routine 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.


NOW, THEREFORE BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE TOWN OF ASHLAND CITY, TENNESSEE, that the Water and Sewer Regulations updates and changes, is hereby approved and adopted, and shall replace any previously adopted sections of the Rules and Regulations and shall become effective immediately following passage of this resolution.

Adopted this 10th day of January, 2023.

Voting in Favor 7

Voting Against 0

Attest:



Mayor JT Smith



City Recorder Alicia Martin, CMFO