

CITY OF TAYLORSVILLE

WATER & SEWER DEPARTMENT

WATER & SEWER POLICY



CITY OF TAYLORSVILLE

FOREWORD

The City of Taylorsville owns & operates a water distribution system which provides potable water throughout most of Spencer County and sections of surrounding counties including Jefferson, Bullitt, Nelson, and Shelby County, whereas the City's water department provides quality and parallel service to all customers and operates the distribution system in a most cost-effective manner. In efforts to provide such services, guidelines have been established to standardized practices of all employees and to offer the customer information to better understand the expectations of the City and of the customer.

In the early and late '90s, as growth started to surpass the demand of available services and in efforts to continue to serve the community with a sufficient supply of safe potable water at affordable rates along with maintaining the system at an acceptable level, the City of Taylorsville began purchasing water from the Louisville Water Company (LWC) to supplement the demand for more water. In May 1999, the existing water filtration plant was in such need of repairs and upgrades with an astronomical price tag, the City decided to purchase 100% of their water from LWC and closed the existing aged water filtration plant.

*Furthermore, the Kentucky Division of Water requires the City to retain certified water distribution operators, as well as other essential employees to perform the necessary functions to maintain proficiency and to continue to provide an operational infrastructure for future generations. Consequently, to provide such services and to continue updating the water and sewer infrastructure it is necessary to review water & sewer rates and operational guidelines periodically. The City Commission may review and/or amend water or sewer rates annually or any other time when circumstance prevails such as * "pass thru cost". Water or sewer rates may differ due to location, type of service or cost of providing service to distinct areas.*

** "past thru cost": is a fee passed on to the customer due to an increase/decrease in the purchasing of water or other commodities beyond the City of Taylorsville's control*

It is the City of Taylorsville and its employee's objective to take great pride in serving our customers, to provide service that is unparalleled to all other. We strive to provide clean, safe potable water to all and to grant each customer fair & equal consideration with the utmost courtesy, respect & professionalism. Furthermore, it is our goal to provide all aspects of water & sewer services in a manner which reasonably satisfies all present and potential customers in a manner that is equitable among customers. Each customer is important and deserves our best effort to provide the most proficient service.

The following policy is to define the expectations of responsibility of the Customer and the City in efforts to enhance equal service to all customers.

Note: The intent and/or interpretation of this policy shall be at the discretion of the City of Taylorsville Commission and shall not be construed to make argument of the objective. In the event any provision of this policy shall be determined to be invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions shall not be affected or impaired. This policy may be amended at anytime with the approval of the City of Taylorsville Commission.

(Remainder of page left blank intentionally)

WATER SERVICE & METERS

GENERAL POLICIES

Application of Rules -- All water and/or sewer services shall be governed by this policy as stated or as amended by the City of Taylorsville Commissioners. The City of Taylorsville Commissioners, and its employees shall impartially enforce this policy as described below. Due to extenuating circumstances the City of Taylorsville Commissioners, Public Works Director or City Clerk may veer from of this policy on a case-by-case basis.

Violation of Rules -- Any customer violating or permitting violations of the established policy governing the introduction, supply and consumption of water will be notified in writing. The notification of violation may be delivered by hand, mail, telephone contact, and in some cases by door tag. If the customer does not comply with the notification the City of Taylorsville Water reserves the right to terminate the water services if they so deem. The City of Taylorsville retains the right to recover all costs incurred. Water service shall not be restored until the violation/s has been corrected and arrangements have been made to recover all cost incurred resulting from the violations and any damages that may have occurred. If such violation continues to occur, said water service may be disconnected from the water main and request for the reconnection of water service shall be heard before the City of Taylorsville Commission, the City Clerk or the Public Works Director depending upon the severity of the violation.

Violations shall include, but not limited to, the following:

- tampering with the water main or city side of water service including contents of meter vault,
- tampering or damaging water service to receive water service without proper authorization,
- any act resulting in contamination of public water supply,
- having knowledge of receiving water service fraudulently,
- improper use of water service,
- utilizing water service for purchase & resale basis (excluding water fill stations),

Public Works Director

- non-payment of services (activation of service, payment of fees for water and sewer, service charges, meter set fees and any other fees that may be associated with such services),
- use of water service for irrigating or washing of vehicles during a water conservation period,
- water service utilized to serve more than one household without proper authorization (see Authorized Use of Water Services),
- construe all or part of this policy to alleviate any and all responsibilities of customer, etc.

Any or all violations may validate discontinuance of water services, all fees shall be paid in full to restore water service unless otherwise waived or arrangement of payment have been made. Violation shall apply to the signee of the active account at time of damage and/or landlord.

In the event, the Property Owner and/or tenant continue to execute the notice of violation or willfully alter, damage, or manipulate any City owned portion of the water service to gain the use of water without permission, the City reserves the right to disconnect and/or remove the entire water service. Property Owner shall pay the **most current meter set rate** for the resetting of the water service (meter set), in addition, all delinquent charges assessed to the account. In the event a tenant causes the removal of services, the City will make reasonable effort to notify the landlord prior to removal of such services.

Water Quality – The City of Taylorsville strive to meet all State, Federal and Water Supplier standards and/or any other applicable governmental laws and regulations for drinking water. For the safety of our customers, the City of Taylorsville reserves the right to disconnect and/or remove any water service without notice, if it is discovered or made aware of any water service being utilized or the intent to be utilized that may impose threat to the public water supply, public health, or public safety. Therefore, the City of Taylorsville Water is not and cannot be responsible for the water quality after it leaves the system and passes a point beyond our control.

Water Supply – The City of Taylorsville Water goal to provide clean potable water to all customers although it cannot guarantee a specific water pressure, quantity, or an uninterrupted supply of water. Interruptions and/or decrease of supply or pressure of the water supply will be kept to a minimum, but at times it is out of our control due to main breaks, scheduled repairs, extension connections, fire hydrant usage, hydraulic performances, and acts of God.

Public Works Director

Liability – The City Of Taylorsville reserves the right to ingress & egress the property of any property owner whether occupied or vacant with or without notice, to **inspect water connection at meter** and to ensure the customer is following the City's rules and regulations of this policy. Although for all practical reasons the City may make reasonable effort to notify the Customer prior to inspection. The City of Taylorsville does not assume responsibility for inspecting the customer's plumbing techniques that require a plumbing inspection. The City of Taylorsville reserves the right to refuse and/or disconnect water service to any customer or property that may show intent or having the potential to contaminate the public water supply. Furthermore, the water service may be discontinued if the Property Owner or customer willingly allows a leak to continue after written notification from the City of the leak. The Property Owner shall repair the leak within 30 days of notification. (see Customer's Responsibilities)

The City Of Taylorsville shall not be liable for any damage of any kind that may occur to the customer's water service line, supply lines, any plumbing fixtures or other water related apparatus due to high/low pressure, water velocity, faulty shut off valves, freezing weather conditions or water system maintenance. The City Of Taylorsville shall not be held responsible for any damaged to any personal property (including but not limited to clothing, flooring, etc.) due to discolored water resulting from a water line repair or line maintenance. (see Customer's Responsibilities)

Private Shut-off Valve: It is recommended that the Customer install a Private Shut-off Valve at or near the private side of meter to be utilized to shut off the water service line when necessary. The valve should be accessible to shut off the water supply in addition to, future maintenance and replacement of valve. Such valve shall be the responsibility of the customer to install and/or replace/repair. The City installs a shut-off valve/s in the meter vault to be utilized by the City and shall be considered as City property. In the event such valves are utilized by the City or the customer to shut off the water service to the private side of the meter, the City shall not be responsible for any unintentional water usage, any damage to the private service line and/or fixtures or other damages that may occur. The customer assumes full responsibility when utilizing such valve. (see *Private Shut-Off Valve-Customer's Responsibilities*)

APPLICATION/ELIGIBILITY

Eligibility for Service – A property is eligible for water service when it abuts a public right-of-way, public water easement or other public utility easement and the City of Taylorsville water distribution line is present. Furthermore, a structure must be affixed or the intent to be affixed to said property and structure shall be within 1000 ft. of distribution line. A property that is eligible for a water service shall not have more than one water connection/service unless approved by the City Of Taylorsville Commissioners or the Public Works Director.

Residential Water Service Through A Private Easement --A property may also be eligible for a water service when a private easement is available and the water main does not abut said property, but only when the following criteria is met:

- 1 Where the installation of a public water main is determined by the City of Taylorsville not to be of the best interest,
- 2 The property does not front a public dedicated right-of-way or public water main extension,
- 3 The property propose for the water service has been dedicated for a single-family residence and will not be developed,
- 4 The applicant obtains a letter from the appropriate fire district that there are not any objections to the installation of a domestic water service to the property of applicant and the installation of a public fire hydrant is not required,
- 5 The maximum length of the private service line does not exceed 1,000 lineal feet. In the event, the lineal footage exceeds 1,000 feet, the property owner can request a variance from City of Taylorsville Commission or the Public Works Director. If a variance is granted, the property owner must sign a wavier to any pressure or flow problems that may occur in the future.
- 6 The property requesting water service must have a minimum of 10 ft. wide easement/s from party/s involved. This easement shall be of perpetual care and remain clear of any structure for the purpose of installation, maintenance, repair or replacement of a private water line extending from the public water main to the benefited property. The City of Taylorsville must receive a copy of said easement document and shall be recorded on the appropriate property deed and courthouse prior to service installation.
- 7 The proposed property for water service must have a recorded declaration of restriction limiting further development until said property abuts a public right- of- way or a public water main extension within a public utility easement. A copy of recorded declaration of restriction must be provided to the City of Taylorsville before water service is installed.

Public Works Director

Private Easement Approval – Each written request for residential water service through a private easement will be reviewed on a case-by-case basis and be subject to approval by the Public Works Director.

Application for Water Service – Applications for water service must be made by the property owner or an authorized agent. Proof of ownership of property may be requested and the intended use of the water service for said property. All water service applications may be made in person at the City Of Taylorsville-City Hall or on-line. Forms are available at www.cityoftaylorsville.com

Application Procedure –An applicant may apply for a water service at City Hall/Water Office, in addition, applications can be found on the City's website. The applicant shall have **the assigned address given by the appropriate authority, lot number if available, fees & deposit, and a plumbing construction permit assigned to the address** when applying. If an easement is needed, it shall be signed and recorded at the appropriate county courthouse in which the property is located. If the water service entails crossing under a state highway, an encroachment is needed which will be submitted by the City and approved by Kentucky-Department of Transportation (K-DOT) before the water service application can be completed and placed on the schedule.

Payment of Fees/Charges –All fees are payable at the time of the water service application request. If application is in question upon completion, applicant may be required to provide additional information before final approval of application. Sewer application shall be submitted at the same time if so deemed. All sewer fees and/or any additional charges shall be paid at time of request of services. *(see retail water service)*

Information & Permits Required – All required permits (copies) must be submitted to the City of Taylorsville prior to installation of water service. Plumbing permits can be obtained from the local plumbing inspector located in the Spencer County Health Department or on-line. The local plumbing inspector shall inspect the private water line and/or sewer line installation.

(Remainder of this page left blank intentionally)

RETAIL WATER SERVICE

Service Installation – Upon the approval of the water service application, a work order will be created for the installation of water service and scheduled at the discretion of the Public Works Director. All material, equipment, and labor will be provided to install water service from the water main to the property line or utility easement line. No water services shall be installed on newly laid water mains until the water main has passed inspection and testing by the appointed person/agent of the City of Taylorsville.

Charges for Size Service – There shall be a flat service installation fee for all water services. Although there may be additional charges for water services that require extra material and unexpected labor or outsourcing the installation of the water service to a private contractor. *Any expenses exceeding the established meter set fees incurred from the private contractor will be the burden of the applicant. (See Size & Fees of Service)*

The City of Taylorsville Commissioners approves all flat service installation fees. All fees are established by an estimated average cost per size plus replacement cost. Any water service larger than a 2" will be installed based on the actual cost of installation plus supplemental and replacement cost.

SIZE & FEES OF SERVICE INSTALLATION

There shall not be more than one (1) water service per parcel of property and service size shall not exceed 5/8" x 3/4" under normal conditions. All other water service installations request shall be presented to the City of Taylorsville Commissioners or the Public Works Director for approval.

Fees for Water Service-- sizes are as follow:

5/8 *3/4 = \$2100.00 or most current rate/fee

1" = \$4000.00 or most current rate/fee

1-1/2" = \$6000.00 + Supplemental or most current rate/fee

2" = \$7000.00 + Supplemental or most current rate/fee

Public Works Director

In the event an applicant requested a water service larger than a 5/8" x 3/4" and it is determined the requested size is not applicable, an additional water service maybe requested and approved accordingly.

3" & 4" or larger water services are-- time & Material-Plus Supplemental and Replacement Cost. Abovementioned water service fees are established accordingly but may differ if so deemed by the Public Works Director. The City of Taylorsville Commission may revise fees periodically without notice.

Service Categories – *Domestic water service* is defined as a water service to provide a source of clean potable water for such uses as: human consumption, personal hygiene, food processing, health care, animal care, recreational and other similar purposes.

Commercial water service is defined as a water service to provide a source of clean potable water having an operable form of backflow prevention. Service allows for safe use in the manufacturing process of products, uses such as fabricating, processing, washing, diluting, cooling, cutting, transporting, smelting, refining of raw material, laboratory use, etc. Use not intended for domestic use unless safety measures are taken before use. This service is normally to be used in conjunction with a domestic water service.

Irrigation water service is defined as a water service having an operable form of backflow protection allowing safe use to irrigate vegetation. At no time shall an irrigation water service be used for washing building structures and/or vehicles including boats, campers, etc.

Fire protection service is defined as a water service to provide water to a fire protection system whether through a private fire hydrant, a sprinkler system or both. The installation of a private fire hydrant shall be approved by the City of Taylorsville Commissioners or the Public Works Director. Proof of requirement must be made available before consideration of such service can be rendered. Such service shall have a back-flow prevention device installed prior to the first point of use.

(Remainder of this page left blank intentionally)

LOCATION OF METER/RESPONSIBILITY OF SERVICE

General Information – The City of Taylorsville shall own and maintain the water meter, meter vault, and the service line from the water main to and including the meter assembly in the meter vault. The customer shall own and maintain the private service line extending from meter vault including the connection to the meter assembly unit (outlet port) in meter vault to the premises or intended use. Any cost incurred from any damage caused by an individual from neglect or abuse shall be the burden of that individual or company of employment. The water service may remain out of service until all cost has been paid in full.

Location of New Meter/Service – Meters shall be located inside of a meter vault of an approved type. Meter vaults shall be installed on the appropriate private property bordering the property line. Whereas a water main located on an easement, meter vault shall be located on the appropriate private property bordering the water main easement line. Under normal conditions, the service line and meter set shall be installed perpendicular to the water main. The City of Taylorsville grants the customer the choice of location of the meter vault but reserves the right to change the location of the meter vault location if so deem. Change of location will be at the discretion of the Public Works Director and may be without notice.

The following are some explanations for change of location of meter vaults:

1. Property/lot has previous installed service sleeves,
2. Property/lot is a corner lot and a water main may be located on the side of lot to create a short side service,
3. Blue flag has not been placed at a feasible location,
4. Desired location will cause a long side service when a short side will be more feasible to the City of Taylorsville,
5. Water main terminates prior to desired vault location (cul-de-sac),
6. Desired location has obstructions ex: rock, drains, vegetation, other utilities,
7. Meter size exceeds $\frac{3}{4}$ * 5/8,
8. Meter vault located on a private easement,

Any additional cost incurred due to the change of meter vault location shall be the burden of the customer.

Meter Vault Installation – The Customer is required to establish the finish grade at the meter vault location and advise the City of such, if finish grade is not established at time of installation, all meter vaults shall be installed at existing ground level, if a sidewalk or curbing is present the meter vault shall be installed at the existing grade of curbing or sidewalk level. Any corrective measures taken by the City of Taylorsville Water shall be at the expense of the customer.

Meter Vault Accessible – All meter vaults regardless of size, location or type shall be accessible to the City of Taylorsville for inspection, reading of meter, maintenance & repair, replacing or any other reason deemed by the City of Taylorsville. It is the customer's responsibility to keep meter vault area clear of debris and vegetation trimmed back for easy access. Large meter vaults may be located inside a fenced area but remain accessible to the City of Taylorsville at all times. Meter vaults shall not be located in an area of vehicular traffic or directly surrounded by any material other than gravel, concrete, asphalt or grass.

Adjustment or Relocation of Meter Vault – It is the responsibility of the customer to have the meter site at final grade before water service shall be installed. If any adjustment or relocation of service is requested from customer, an authorized employee of the City of Taylorsville Water Department shall perform any adjustments and/or relocation of meter service. Customer shall bear any and all expense of this service. Customer may install an **approved** meter vault riser to raise vault to accommodate changes in elevation of site. Risers may be purchased from the Water Department or any water equipment supplier.

Customer's Responsibilities (other) – It is the responsibility of the customer to properly maintain the private service line, any private valves, and any plumbing fixture to prohibit the public water supply from adverse risk or to prevent any contamination of the public water supply. Customer shall repair any leaks as soon as possible to in efforts to conserve water and reserve our natural resources. Furthermore, in the event the customer has been notified of a leak on the private side of service, the customer is required to repair such leak in a reasonable time period; if leak is not repaired the City reserves the right to discontinue service until leak is repaired.

Private Shut-off Valve: It is recommended that the Customer install a Private Shut-off Valve at or near the private side of meter to be utilized to shut off the water service line when necessary. The valve should be accessible to shut off the water supply in addition to, future maintenance and replacement of valve. Such valve shall be the responsibility of the customer to install and/or replace/repair. (*Note: in the event the customer installs a shut off valve at or near the meter vault, any part of the service line between shut-off valve and meter remains the responsibility of the customer—see clarification.*) The City also installs a shut-off valve/s in the meter vault to be utilized by the City and shall be considered as City property. In the event such valves are utilized by the City or the customer to shut off the water service to the private side of the meter, the City shall not be responsible for any unintentional water usage, any damage to the private service line and/or fixtures or other damages that may occur. The customer assumes full responsibility when utilizing such valve. (see Liability)

Clarification of point of responsibility of the private service line: the customer's private service line begins at the point of actual connection including the connection to the meter assembly unit (outlet port) and includes any portion of the private service line that the City of Taylorsville may install.

Note: In areas of high-water pressure, it is recommended and the responsibility of the customer to install and maintain a pressure-reducing/regulator valve (PRV) on the customer's side of service to prevent any damages to the customer's plumbing or fixtures. The PRV shall be installed at a location convenient for servicing. In efforts to better serve our customer, the customer may request the City to install a PRV at time of installation of service or for any service previously installed. (see PRV Installation)

PRV INSTALLATION (Pressure Reducing/Regulator Valve)

--It is the City of Taylorsville Water Department's (City) goal to provide all water & sewer customers with the best feasible service. Providing sufficient water pressure to all customers is one of our goals; to accomplish this there must be high pressure zones in the water system to provide sufficient pressure elsewhere. In some cases, the higher pressure may be at a level that is undesirable for some customers and in some cases the higher pressure may cause leaks on the customer's side of the water service (meter) including household fixtures. To alleviate or regulate the higher pressure a PRV may be installed by the customer or have a qualified individual such as a licensed plumber to install such device in which the customer shall assume all cost and

Public Works Director

responsibility. The PRV has other operational factors which may be beneficial; such device may alleviate possible damage to the private side plumbing from the possibility of an unexpected increase in water pressure such as an air-hammer or water surge. The PRV should be located at a practical location for servicing.

--**The customer** may contact the City for services to install a PRV on the customer's side of the service. A City installed PRV shall be located inside the meter vault by utilizing special equipment. Installing the PRV inside the meter vault will allow for easy maintenance, adjustment, and protection from extreme elements. The customer shall pay to the City in advance (at cost) for the PRV and all related devices. The customer shall assume full responsibility of the PRV and relieve the City of any and all liabilities including warranty, replacement and/or malfunction of the PRV, furthermore, the customer shall consent to a waiver agreement. The City shall install PRV at no labor or equipment charge (material cost only) and shall remain as part of the service installation and shall not be transferred to another location. The Customer shall request the removal of the PRV but shall not be refunded. At any time, the PRV needs maintenance (replacement or adjustment) the City shall perform such duties at no cost to the customer other than the actual cost of materials needed.

--At any time, a present or new customer shall have the opportunity to purchase a PRV from the City and request the City to install said device at cost of material only, consequently the purchase shall not be considered a contractual agreement therefore customer assumes full responsibility. In the event, a PRV was installed as a request to the City and there is a change of customer, all rules apply to the new customer.

Indemnity Clause: *The City of Taylorsville shall not warranty any materials used or accept responsibility of any damage to personal property due to faulty material. Thus, the Customer shall agree to hold harmless and indemnify the City Of Taylorsville, its agents, servants and employees in regard to any and all, but not limited to, claims, demands, judgments, damages, losses and/or expenses, including Attorney's fees and cost against the City Of Taylorsville as a result of the Customer, its agents, servants, employees, contractors or sub-contractors arising directly or indirectly out of any or all of the City Installed PRV agreement.*

METER MEASUREMENT REQUIREMENTS

Meter Requirement – All water supplied by the City of Taylorsville shall be measured by meters installed and maintained by the City of Taylorsville. The City of Taylorsville shall supply all materials required to install the water service which includes the tap assembly, the service line between the water main and meter, the meter assembly, meter vault and lid. Water services providing water to single family dwellings shall have a backflow/check valve system installed to prevent any contamination to the public water supply unless otherwise specified. *(see Cross Connection & Backflow Prevention for details & exceptions)*

Unauthorized Water Usage – If it is determined that water has been used/taken without being metered or if an unauthorized bypass of a meter has been installed, the City of Taylorsville shall bill the appropriate person an estimated amount of usage. If the unauthorized use of the water service continues after notification to cease usage, the service will be locked, or the entire service shall be disconnected at the water main without notice.

All cost that the City may incur due to any repairs or replacing of the water service or any component thereof, for the reason of negligence of obtaining water shall be the burden of the customer. No one shall obtain water through another customer's water service without proper authorization. The use of any fire hydrant to obtain water for any reason without proper authorization shall be considered theft and may be prosecuted.

Water Fill Stations – The City of Taylorsville may at its discretion permit privately owned water fill stations to operate and shall be installed according to the City of Taylorsville, State, Federal and local plumbing rules and regulations. *(see Cross Connection & Backflow Prevention)*

Authorized Use of Water Services – There shall not be more than one household connected to a single residential water service. Additional buildings, barns, farm tenant housing, watering facilities, etc. may be allowed to be connected to the same household water service provided that such facilities are located on the same parcel of property and the customer shall be the user of said facilities *(Note: farm tenant house must be used to accommodate housing for farm employees)*.

Public Works Director

Multiple family, retirement, conventional and medical assistance living facilities may purchase a water service to serve the entire facility however it must be approved by the Public Works Director. Such water service shall have a backflow prevention system (*see Cross Connection & Backflow Prevention*) installed between meter and first point of water use. Water purchase through the meter shall not be resold as in, the resident shall not be charged for water use based on usage. (*Refer to: Master Meter Water Service*)

(Remainder of page left blank intentionally)

WATER SERVICE/METER TYPES

Temporary Water Services – The City Of Taylorsville does not provide services for temporary service use. The installation of the permanent water service shall be used for construction and the same installation cost shall apply. A monthly sewer fee may be charged in addition to the monthly water fee. The correct size and type water service shall be applied for initially, if a smaller size water service has been applied for and installed, with knowledge of a larger size water service may be required, the cost of both water services will be charged.

Fire Hydrant Metered Services – Customers may purchase water through the use of fire hydrants and only with the permission of the Public Works Director. This purchased water shall be metered and supervised by the City Of Taylorsville Water Department. An application shall be completed, and a deposit shall be paid to the City Of Taylorsville before any water is rendered to customer. The meter *may* be removed from location on a daily basis and installed by 09:00 when requested. The application for F/Hydrant Metered Services shall be valid for 30 consecutive days only, a new application must be completed after 30 days, and the rate schedule starts with the 1st day rate. Water fees must be paid monthly. Any other arrangements must be made in advance. (*see Cross Connection & Backflow Prevention*)

Rate Schedule: \$ 30.00 service charge and the water rate is as stated in the most current Water Rate Ordinance. Deposit shall be returned after total bill has been paid in full and an inspection of meter has been conducted. Any damages to meter shall be charged to customer.

Master Meter Water Service – A Master Meter Water Service may be purchased to serve multiple family dwelling, medical care or assistance facility, and retirement living facility. A facility comprised of multiple businesses such as a strip mall may obtain a master meter water service provided that a water main is not located directly in front of or behind such facility. No one shall purchase water through a master meter with the intent to resale.

An adequate size water main may be installed at the expense of the developer or owner, etc. according to the City Of Taylorsville specifications. All water main installations will be considered as a water main extension and all rules, regulations and procedures shall apply. Each business, tenant, premise, structure, or owner of such shall have an individual water service and shall be

Public Works Director

metered separately and a master meter shall not be permitted. (*Refer to: Authorized Use of Water Services*)

The City Of Taylorsville Commissioners or the Public Works Director must approve the purchase of a Master Meter Water Service and may require additional information before the authorization of such purchase.

Irrigation Meter Water Service – An Irrigation Meter Service shall provide water for the sole purpose of irrigating lawns, which may include residential, commercial and industry properties. This type of water service shall have a backflow prevention system installed between the meter and the first point of use. It is the sole responsible of the purchaser to maintain service and inspect the backflow prevention system yearly by a certified technician and to provide an annual report to the City Of Taylorsville. The City Of Taylorsville Water Department reserves the right to inspect such system at anytime without notice and may require additional inspections to the system.

The City Of Taylorsville limits the sale of such services to City Of Taylorsville sewer users only. The City Of Taylorsville Commissioners reserves the right to wavier any such restrictions and shall be solely to the commissioners' discretion. An Irrigation Meter Service shall not exceed two (2) inches in size and shall be at the sole discretion of the City Of Taylorsville Commission or the Public Works Director for an approval of any size. (*Refer to: Cross Connection & Backflow Prevention*)

NOTE: for more information see “Waiver of Sanitary Sewer Service Fees”.

Fire Protection Water Service – Fire Protection Service must have the approval of the City Of Taylorsville Commissioners or the Public Works Director. The applicant may be required to provide Proof of Requirement before consideration for Fire Protection Service. The intended use of such service shall be for the sole purpose for fire prevention or the extinguishing of a fire or the testing of the fire system and **shall not** be used for a potable water source. The expense of the installation of this service shall be of the applicant and will be responsible for obtaining an approved contractor. All fire protection services shall have in place a properly operating backflow prevention system between point of service and first point of use. The applicant will be responsible for maintaining, repairing, and inspecting the fire protection system and its components including the backflow prevention system. The backflow prevention system shall be located in a concrete vault or an equivalent thereof, at the property line or at an approved location such as a mechanical room. The City Of Taylorsville reserves the right to inspect the backflow prevention

Public Works Director

system without notice for proper operation and may require additional inspections. Should the backflow prevention system become non-operational the City reserves the right to discontinue the water service. (see Cross Connection & Backflow Prevention)

Commercial/Industrial Meter Water Service – All Commercial and Industrial water users must obtain an approval from the City Of Taylorsville Commissioners or Public Works Director to purchase any type or size water service. All guidelines shall apply according to the type of service requesting. *(Refer to Cross Connection & Backflow Prevention)*

Domestic Meter Water Service – A Domestic Water Service shall provide water for single & multiple residential dwellings and small businesses having personal hygiene facilities and/or small kitchenette areas only. This water service may consist of any size up to one (1) inch. The Public Works Director must approve any water service greater than a 5/8 x 3/4 inch.

(Remainder of this page left blank intentionally)

CROSS CONNECTION & BACKFLOW PREVENTION

General Information – Cross connections and backflow may and can cause contamination to the public water supply. To enhance efforts to provide safe potable water and to protect the public from any contamination to the water supply, the City Of Taylorsville requires the installation of a backflow prevention device and/or the use of a cross-connection control system on water services that may have the potential of creating contamination to the private water service or public water supply.

In addition, cross connection and backflow prevention has to be a group effort between the customers and the water provider, as both parties accepting responsible to prevent contamination enter the public water system.

Cross Connection – There shall not be any alternate water source connected to any water line private or public that the City Of Taylorsville provides water to. When a water service is used to fill open containers, there must be an adequate air space between the point of delivery and the highest possible water level of container (*end of pipe to the overflow point of container*). All water fill stations shall have a backflow prevention system installed and cross connection prevention shall be practiced.

Backflow Prevention – There shall be a Backflow Prevention Device installed on the following types of water meter services: Fire Protection, Commercial/Industrial Meter (see Non-Backflow Prevention), Irrigation Meter and Master Meter services. In addition, meter services providing water for animal care/farming or agricultural purposes, all outdoor/indoor swimming pools or other water recreational facilities and any apparatus to obtain water for any purpose other than general household fixtures shall have a backflow prevention device installed. The backflow device shall be located after the point of delivery and prior to the first point of use in a below ground concrete vault or inside a structure (such as mechanical room). It shall be freely accessible for inspection and free from freezing, vandalism, or any means to cause improper operation. A certified copy of the inspection certificate (*indicating device meets specifications*) shall be provided to the City Of Taylorsville annually.

Booster Pump-- The use of an in-line booster pump is not allowed according to the Kentucky Division of Water Rules & Regulations, although in the event such pump is a necessity, such as pressure less than 20 psi, the following shall be followed: *Any customer utilizing a booster pump or any other device to increase pressure or flow due to water pressure of 20 psi or less, shall have*

Public Works Director

the pre-approval from the City of Taylorsville. The customer shall install a backflow prevention device with a minimum of a double check valve or a Reduced Pressure Zone (RPZ) system. The customer shall provide to the City a certified copy of the inspection certification annually. In the event, the back-flow prevention device is insufficient, the customer shall repair or replace device immediately at their own expense. The City of Taylorsville may discontinue services if so deemed, regardless.

Any water service requiring a backflow prevention system, the owner of the water service shall be responsible for all cost of proper installation and shall be installed according to the most current Commonwealth of Kentucky plumbing codes and the City Of Taylorsville specifications.

Non-Backflow Prevention –the City Of Taylorsville Water may not require a backflow prevention device on Meter Services that meet certain criteria although reserves the right to require such device if deemed necessary.

Criteria guidelines are as follow:

- a) any water service serving a single-family dwelling and same water service is not connected to an in or above ground irrigation system, any receptacle for the purpose of holding water such as swimming pool or any other means to cause contamination.
- b) any one water service serving single-family dwellings having multiple dwellings under one roof such as condos, town homes, apartments and same water service is not connected to an in or above ground irrigation system, any receptacle for the purpose of holding water such as swimming pool or any other means to cause contamination.
- c) any single-family dwelling housed in a multiple family dwelling such as condos, town homes, and apartments served by an individual service meter (each unit has its own water service metered) and same water service is not connected to an in or above ground irrigation system, any receptacle for the purpose of holding water such as swimming pool or any other means to cause contamination.
- d) any water service serving rest rooms or water fountain facilities and not open to the general public as a public facility, and it is not located in a commercial or industrial building (see exception))

Exception for Commercial buildings: any water service serving a commercial building providing personal hygiene facilities and/or kitchenette for staff only and does not utilize water as part of conducting business, processing of products, or providing personal hygiene facilities to the general public may not require a back-flow prevention device. Buildings such as but not limited to, real estate, insurance, attorney, accounting offices are examples. Any such service shall be approved by the City of Taylorsville Commission or the Public Works Director.

WATER/SEWER MAIN EXTENSIONS

General– (*The following terms: project owner, owner, developer, contractor individual, applicant and customer under this section may be interpreted as one or the same as.*) The City Of Taylorsville will pursue a valid effort to provide water & sewer service within our service boundaries. Although, there are guidelines that the City Of Taylorsville must follow which may prevent water and/or sewer service in some areas. To provide such services to additional areas, the City of Taylorsville must be confident that the water or sewer main extension is feasible, practical, adheres to good operating practice, where such extension shall not affect the adequacy, quality, pressure, quantity to the existing water customers or impair the existing water and/or sewer infrastructure. Furthermore, any water or sewer main extension shall be based on financial feasibility in addition to other conditions such as sufficient hydraulics, adequate customer base, environmental restraints, along with the authorization from the Commonwealth Of Kentucky, Division of Water.

There are several types of water and sewer main extensions, which the most common are: City Of Taylorsville installed, customer installed, developer installed, which all new infrastructure shall become the property of the City Of Taylorsville Water Department upon the final inspection, therefore all new infrastructure shall be installed according to the City of Taylorsville specifications. Any water, sewer, and road/drainage/sidewalk infrastructure to be maintained by the City of Taylorsville shall be designed, inspected, and approved by the City of Taylorsville and the City's appointed engineer. All engineering fees shall be paid by the developer according to the guidelines in the Amended Ordinance #382 & #412. See **Infrastructure Design Fees** below.

GENERAL WATER MAIN SPECIFICATIONS: (*but not limited to*)

- Piping & fittings shall be C-900 DR14/equal or greater.
- Piping shall be no less than 6 inches in diameter unless otherwise specified
- All water extensions shall be warranted for 1 year unless otherwise specified
- All water extensions shall be designed by a City Of Taylorsville appointed engineer
- Fire hydrants shall be located approx. every 1000 ft. or the equivalent of 500 ft. in any direction of an emergency operating fire truck in sub-

Public Works Director

divisions and one (1) shall be located at each entrance of the subdivision and in rural areas fire hydrants shall be located every 1 mile or thereof unless otherwise specified.

- City Of Taylorsville appointed engineer and/or the Public Works Director shall inspect all installations regardless
- The contractor shall be responsible for proper installation, chlorination and pressure testing of water extension, **the City Of Taylorsville shall perform final flushing and Bac-T sampling at the expense of the contractor/developer**
- As-built plans shall be provided to the City Of Taylorsville before any water service approval
- The City Of Taylorsville shall assume full ownership of water main extension after the final warranty inspection has been finalized and all defects have been repaired or replaced
- The City Of Taylorsville has full usage rights to all water main extensions after the final approval by the City and the City engineer, of which the City may consent to accept the infrastructure.
- Tracer wire shall be installed with all water main extensions, wire shall lay parallel and no more than 6 inches directly above the water main, preferable taped to the water main.

These specifications are general guidelines and shall not be construed in anyway to relieve the contractor/developer of any responsibilities for complying with the specification booklet or engineered plans and any rules & regulations set forth by federal, state and local authorities. The City Of Taylorsville will make all efforts to notify all parties of any specification changes prior to construction. Any changes made to main extensions shall be at the cost & burden of the contractor and/or developer.

City Of Taylorsville Installed Water Main Extensions: The City Of Taylorsville shall follow the guidelines set forth by the Federal, State, Local and any other governing organization that has jurisdiction over the City Of Taylorsville Water System. These guidelines may include anything from the base cost of a customer's water bill to the size water main to be installed and may change from project to project.

The City Of Taylorsville's goal is to provide continuous clean, safe potable water to all possible and feasible areas of in the City of Taylorsville water service boundaries.

Public Works Director

Customer/Developer Installed: The City of Taylorsville shall enforce all rules & regulations set forth by the Federal, State, Local and any other governing organization that has jurisdiction over the City of Taylorsville Water System. There are guidelines that shall be followed for an individual or developer/contractor to install a water main extension. The following procedure shall be followed:

1. Applicant must have an edibility letter from the City of Taylorsville Water Dept. for Planning & Zoning.
2. Upon the approval from Planning & Zoning, applicant may apply for the water and/or sewer main extension at the City of Taylorsville Water Dept. Applicant must provide an approved preliminary plat from Planning & Zoning at the time of applying for water and/or sewer extension.
3. At this time applicant may request the City of Taylorsville Water Dept. to obtain a City designated engineer to proceed with water and/or sewer main extension design. The applicant, city designee and a witness shall sign the extension contract agreement. A pre-determined amount of deposit shall be paid to the City of Taylorsville for engineering and administrative fees, etc. All fees must be paid in full prior to any engineering services are rendered. **See Infrastructure Design Fees.**
4. City Commissioners and Mayor or designee must approve all water and/or sewer main extensions. This request shall be made at the next available commission meeting if required.
5. Upon the completion of the design, engineer shall make available a complete set of plans to the Public Works Director and Fire Chief for approval or of any changes.
6. Engineer shall send final plans and required fees to the Division of Water for approval.
7. Upon receipt of approval from the KYDOW, project owner shall be notified of the approval and may pick up approved plans and specification booklet at the City of Taylorsville.
8. The City Engineer or Public Works Director shall schedule a pre-construction meeting with the Fire Chief and Project Owner or designee. Pre-construction meeting is to provide information from all parties to all parties to achieve a clear understanding of the expectations. Project may proceed after pre-construction meeting unless unsolved issues remain.
9. Project Owner or designee shall notify the City of Taylorsville Water Dept. 48 hours prior to starting construction.

Public Works Director

10. Project Owner or designee shall have all aspects of construction inspected by the appointed City Engineer and any discrepancies of project shall be corrected at the expense of the Project Owner/Contractor.
11. Any modification made by Project Owner/Contractor or Engineer must be approved by the Public Works Director before any changes shall occur.
12. Upon completion and inspection of installation of water and/or sewer main, Project Owner/Contractor shall pressure test the water main at 1.5 times the operating pressure unless otherwise specified. The sewer main (gravity) and manholes shall be inspected for proper installation. Sewer main shall be tested by means of pigging and 4 psi negative pressure for 30 seconds and the manholes tested with 4 psi negative pressure for 60 seconds unless otherwise specified. The City Engineer and/or Public Works Director shall be present when test is performed. Project Owner shall correct any discrepancies revealed from testing.
13. AS-BUILTS shall be furnished to the City Of Taylorsville appointed engineer prior to the use of the water and/or sewer main. In addition, BAC-T testing shall be performed on the water main and shall be absent of any bacteria formations prior to any water service taps can be permitted.
14. A designee of the City Of Taylorsville at the expense of the Project Owner shall perform Bac-T testing, which includes: flushing, sampling and lab test. In the event bac-t fails three consecutive times of any portion of line, re-chlorination of that portion of line is required. Multiple bac-t test sites maybe required.
15. Project Owner shall be notified of Bac-T results and water main may be placed in service at that time. In the event, the water extension is not used for three consecutive months, re-testing may be required.
16. Project Owner shall be granted a letter of acceptance upon final approval and the City Of Taylorsville shall acquire ownership at this time. Project Owner shall provide a warranty for the period of one (1) year from date of acceptance.
17. Project Owner shall be responsible for all cost incurred before, during and after project installation up to one year after date of acceptance.

(Remainder of this page left blank intentionally)

Public Works Director

18. The following expenses shall be the Project Owner's responsibility (*but not limited to and shall not be construed to relieve project owner of any required expenses*):

1. Engineering expense
2. Material cost
3. Installation cost
4. Bac-t testing (lab)
5. Service charge (per trip)
6. Gallons required (for flushing)
7. Division of Water fees
8. Administrative cost
9. Warranty repairs
10. Easements
11. Attorney fees
12. Financial Security

Unforeseen circumstances and events beyond the City Of Taylorsville control may dictate rules, regulations, specifications and/or guidelines and may change without notification to the Project Owner and shall not in anyway reflect any expense to the City Of Taylorsville for such changes. The City Of Taylorsville Water shall make all efforts to notify all parties involved of any changes prior to construction if possible.

Infrastructure Design Fees Structure: Any infrastructure that may be maintained by the City of Taylorsville, the City shall appoint the City's engineer to conduct all design, inspection and approval of all infrastructure which includes water, sewer and road/drainage/sidewalk. Therefore, the developer or property owner shall enter into a contract with the City to perform such duties of said infrastructure. The developer or property owner shall pay all fees associated to engineering, including administrative fees and are calculated as follow: (*Attorney fees, flushing and bac-t testing or any other fees not included*)

Water:

\$5000.00 for 1 to 10 lots and \$400.00 for each lot over 10

Sewer:

\$5000.00 for 1 to 10 lots and \$400.00 for each lot over 10

Streets & Storm Drainage:

\$5000.00 for 1 to 10 lots and \$400.00 for each lot over 10

Inspection fees: Reasonable number of inspections are included in the Infrastructure Design Fees Structure. In the event inspections exceed a reasonable number, there may be additional charges. Inspection fees are as follow:

- **0-10 lots--- 20 Inspections---All Over 20 \$110.00 each**
- **11-25 lots-- 40 Inspections---All Over 40 \$110.00 each**
- **26-100 lots--60 Inspections--All Over 60 \$110.00 each**

Number of inspections are relative to each infrastructure.

Any properties that the City deems Commercial or Industrial development does not fall under this fee structure.

Flushing & Bacteria Test: All newly laid water lines shall be flushed of all disinfect contaminants, a water sample shall be taken at different locations by a certified City employee and sent to the appropriate lab for analytical testing to ensure the absence of any bacteria. The water main shall be clear of any bacteria that may be harmful for human consumption. All cost incurred shall be paid by the developer.

Legal: All legal fees incurred by the City related directly or indirectly to said project, including developer/property owner, its contractor, sub-contractors, but not limited to, shall be paid by the developer.

Phase/Section Development: Developments requiring water, sewer, road, drainage, etc or any combination thereof, shall complete the entire infrastructure project within the time restraints stated in the Development Plan, Appendix G. Due to cost and time restraint requirements as stated in the Appendix G, the developer maybe allowed to construct the City maintained infrastructure improvement/extensions in phases or sections.

In Phases---allows the developer to request to construct the required infrastructure in phases, provided, all infrastructure shall be designed for all lots as specified on the preliminary plat. Each phase shall be complete within 6 months with all phases to be complete in 18 months after the infrastructure design approval from the KY Division of Water. Engineering fees shall be calculated and paid as stipulated in Appendix I in the Development Plan.

Public Works Director

In Sections---allows the developer to request to construct the required infrastructure in sections of the overall proposed plan, provided, a preliminary plat has been approved by Planning & Zoning for the section to be developed and the plat indicates any and all future development. Each section shall be designed as an individual sub-division, identified as A, B, C whichever applies and shall be complete within 18 months after the infrastructure design approval from the KY Division of Water. Engineering fees shall be calculated and paid as stipulated in Appendix I in the Development Plan.

Financial Security: A source of acceptable financial security shall be provided to the City of Taylorsville in an amount determined by the City and the City Engineer to cover the estimated cost of all infrastructure improvements, including roads, sidewalks, and drainage, subsequently to be maintained by the City of Taylorsville. An additional 20% will be added to the estimated cost. The City and the City engineer shall determine the completion date for all sections and phases as stipulated in Appendix G in the Development Plan. An acceptable financial security (at 50% of cost) for warranty shall be provided to the City for a period of one year.

In the event, the required infrastructure is not complete in the time frame as stipulated in the Developed Plan, the City of Taylorsville retains the right to call for payment of the financial security source.

Furthermore, all amended, changed, new, deleted Federal, State and Local statues, ordinances, rules and regulations, etc shall apply at time of construction.

At no time shall anyone extending a water main in the City of Taylorsville water supply coverage area shall wholesale, retail or grant permission to any person to use any water without prior approval from the City of Taylorsville nor shall anyone utilize any portion of the sewer infrastructure as a collection system for private use.

Any person or persons utilizing the City's sewer infrastructure and contributes sewer as bulk such as apartments, mobile parks or any building serving multiple businesses shall not bill, charge, receive monies or be compensated from any one user/occupant of such facility as a separate fee based on a specific amount of water used or sewer discharged.

For other specific information related to sub-divisions and other development see Ordinance #382 and Amended Ordinance #412 for more detail

REQUEST FOR WATER SERVICE, FEES & BILLING

Application: When applying for a new water service or service activation, applicants must sign a water service agreement contract. There are two types of water service agreements:

1. Property Owner/Landlord—contract shall be signed by the Property Owner (the landlord) and the appropriate fees shall be paid prior to the activation of service and/or water service installed. All water and/or sewer services shall have a deposit applied to each account. ***Note: Property Owner/Landlord shall be responsible for all rental property, and unpaid fees such as water, sewer and trash pickup, late fees and damages created by tenant.***
2. Customer/Tenant—contract may be signed by the customer or person occupying the living or commercial property. All appropriate fees shall be paid prior to the activation of service. All water and/or sewer services shall have a deposit applied to each account. ***The landlord shall be responsible for all unpaid fees.***

When applying for a new water service the activation fee is incorporated in the purchase of the new water service tap. An additional activation fee shall not be charged to the customer upon activation of water service unless the Customer has requested the City to turn on the water service. In the event an individual purchases a new water service and then a transfer of property has occurred, the fee detail schedule shall be followed. (*see fee detail schedule*)

Fee Detail Schedule: The following is a fee schedule for service activation, transfer of service, multiple account holder, restoration of service due to non-payment of monthly water bill, service trip, new water installation, water service relocation and restoration of water service after hours:

- **Service Activation:** a \$30.00 service activation fee shall be charged to activate existing water services; this fee shall be charged to all customers and shall be considered non-refundable. A deposit shall be paid prior to activation of service. Deposits may be utilized for payment on delinquent accounts if so deemed (see Deposit Criteria).

Public Works Director

- **Service Re-Activation:** a \$30.00 service re-activation fee shall be charged to re-activate an existing account at same address, such as, but not limited to, landlords, homeowners, rental agencies, realtors, home inspectors, etc.
- **Service Transfer:** a \$30.00 service transfer fee shall be charged to an existing customer to transfer service to a new account number/address. Billing must remain in original customer's name. Transfer fee shall be considered non-refundable. Deposit shall transfer to customer's new account. If customer does not have an existing deposit, a deposit shall be paid before transfer service is made.
- **Multiple Account Holders:** a \$30.00 service activation fee shall be charged to activate the 1st water service and a \$30.00 activation fee for all other water service accounts of same name. These fees are applied according to the stated definition. A \$100.00 deposit shall be paid prior to activation of service/s. A \$100.00 deposit shall be required on each account under same name (see Deposit Criteria).
- **Service Restoration:** a \$60.00 service restoration fee shall be charged to restore water service due to non-payment of services. To restore service, customer must pay existing water bill (including late charge), service restoration fee and any other cost incurred due to damage customer may have caused. If account does not have deposit, \$100.00 deposit shall be paid before service is restored (see Deposit Criteria).
- **Service Trip:** a \$30.00 service trip fee may be charged for services rendered to the customer that normally would not be deemed necessary. A customer may request certain services (services normally not provided) whereas customer must be notified of the service trip charge prior to rendering services.
- **Service Installation:** a service installation fee of a predetermined amount shall be charged to the customer prior to the installation of water service. Any and all additional cost incurred directly or indirectly shall be at the expense of the customer. *(see size & fees of service installation)*

Public Works Director

- **Service Relocate:** a service relocation fee of \$600.00 shall be charged to the customer for the relocation of the water service meter. This fee shall be paid prior to services rendered and shall be at the discretion of the Public Works Director. Fees include, but limited to, all materials required relocating service. Water Service shall not be relocated from one property to another and shall be used for same intent.
- **Service Restoration After Hours:** an additional fee may be charged for the restoration of services after hours (not to exceed additional **\$15.00**). It will be at the discretion of the Public Works Director for such services to be granted. The above Service Restoration rules apply in addition to.
- **Water Rates:** water rates are based on required funds needed to properly operate and to provide safe, potable drinking water to the public and to conform to Federal, State and Local Rules and Regulations, including Federal and State EPA Standards and Division Of Water requirements.

Note: Some financial institutions may require a qualified firm to perform a study to determine if any modification of water and/or sewer rate fees are required to ensure sufficient funds are available for payment of any and all loans generate by the City of Taylorsville Water Dept. In most cases the loan institution or the City of Taylorsville chooses the qualified firm.

(Remainder of this page left blank intentionally)

DEFINITIONS OF SERVICES:

- **Service Activation:** service activation is defined as when a new customer applies for water service to be placed into their name and an account number shall be assigned to the customer. Water service shall be activated within 24 hours. Customer shall request a specific day to activate. Service activation fee applies to existing water meter services only.
- **Service Re-Activation:** service re-activation is defined as when an existing customer such as a landlord or rental agency but not limited to, request that the water service account to be placed back into their name. ex: tenant's water service account becomes inactive & the Property Owner/ Landlord request for their water service account to be re-activated.
- **Service Transfer:** service transfer is defined as when (1) an existing customer request to transfer water service account to a new living address for water service. Water service at previous address will be discontinued. Billing must remain in customer's name. (2) a former customer requesting water service and holder of an active account in the past 12 months. An existing deposit may transfer to the new account number, if a deposit is not available; a deposit shall be paid before new account is activated. *(Sufficient Credit Status Required)*
- **Service Restoration:** service restoration is defined as when a water service has been discontinued for non-payment of services or any outstanding charges owed. Current charges & service restoration fee shall be paid prior to restoring water service. In the event a customer with multiple water services has outstanding charges owed, all water services may be discontinued. All accounts must have a deposit.
- **Service Trip:** service trip is defined as when an employee of the water department performs duties for a customer that may not be deemed necessary or the responsibility of the water department.

Public Works Director

- **Multiple Account Holders:** multiple account holders are defined as customers who have multiply accounts in their name. Landlords or individuals having more than one water service, including but not limited to, rentals properties or any additional water services used for irrigation, animal watering system, fire protection system, etc. A deposit shall be applied to each account.
- **Service Installation:** service installation= is defined when a customer has requested a new water service. Upon the completion of all requirements (*see Application Qualification/Qualification & Eligibility*), new water service shall be scheduled for installation. No activation fee shall be charged for new service installations.
- **Service Relocation:** service relocation is defined as when an existing water service is relocated to a different location on the same property, having the same intent of used. Water service/billing remains in the current customer's name. Example: customer request or when easement is no longer needed. (*see Application/Eligibility*)
- **Service Restoration After Hours:** service restoration, having the same intent of used after hours is defined as restoring water service after regular operating hours due to non-payment of services. (*see Service Restoration/Definition of Services*)
- **Water Rate:** water rate is defined as the cost of services and gallons of water purchased. Rates consist of a base rate and water purchased. (See Water & Sewer Rate Structure)
- **New Customer:** new customer is defined as an individual requesting water service and meets the following criteria:
 1. a new account number is created
 2. individual has not had an active account in the past 12 months

(Remainder of this page left blank intentionally)

WATER & SEWER RATE STRUCTURE:

Water & Sewer- water & sewer rates are based on required funds needed to employ the necessary employees and to provide the needed equipment to properly operate and maintain the distribution & sewer collection systems, in effort to furnish clean, safe potable water to the public and to provide a means to treat and return wastewater back to our streams and to preserve our natural resources today and for future generations to come, in addition to, conform to Federal, State, Local Rules & Regulations and financial institution requirements, as well as Federal & State EPA Standards. Furthermore, rates shall reflect cost of payment on all loans that are related to any Water and/or Sewer Infrastructure of the City of Taylorsville.

The City of Taylorsville may review water & sewer rates periodically or when circumstance prevails such as a “pass thru cost”. All water & sewer rates may differ due to location, type of service or cost of providing service to distinct areas. *(See current Water & Sewer Rate Ordinance for rates)*

BILLING & PAYMENT OF SERVICES:

Water and/or sewer bills are calculated according to the amount of water a customer has used or the amount of water that passes through the meter (*see water rate ordinance*). Bills are generated by means of; a base rate charge (first 1000 gallons), an additional fee shall be charged for each 100 gallons used thereafter, fees shall be calculated based on the most current rate ordinance. There are two billing cycles per month.

The following is an outline of guidelines of the monthly billing cycle:

- 1) Water and/or sewer bills are generated and mailed prior to the 1st day or the 15th day of the month depending on the billing cycle.
- 2) Water and/or sewer bills are due either on the 10th or the 25th day of the month depending on which cycle the service account fall on.
- 3) Failure to submit payment by the appropriate due date, ~~a past due notice is generated and mailed within the next business day of operation.~~ a 10% late penalty will be added to bill.
- 4) The original bill is also considered “**final notice of payment**” and shall be paid in full within 20 days after final notice. Due dates are printed on billing statements.

Public Works Director

- 5) All unpaid accounts after 20 days shall be deemed delinquent and water and/or sewer services shall be discontinued until account has been paid. All fees shall be paid prior to service restoration (*see fee detail schedule under this section*) unless other payment arrangements have been made prior to service interruption date.
- 6) In the event an account is delinquent and/or service has been discontinued regardless of method or reason, all fees owed related or attached to account/address (including but not limited to, water, sewer, trash, reconnection, return check, late fees and/or fees for damaged material) shall be paid prior to activation of service.
- 7) Payment of water/sewer/garbage bills shall be paid by way of cash, personal check (no two-party checks), money order, or electronically by the use of bank draft, pay-by-phone on the city website at www.cityoftaylorsville.com, automatic pay system-(Efexsys and on-line through your banking institution). For the customer's convenience, payments may be submitted by way of walk-in, drive thru window, night deposit, USPS or electronically. Note: *On-line payment through your banking institution or USPS may not be received by due date therefore it may be considered past due.* **Bank Draft Use:** the use of bank draft as a means to make payment, fees will be deducted from the appropriate banking account on the day the bill is due. **Due dates are the 10th or the 25th, whichever applies to your account.**
- 8) A \$25.00 fee shall be applied to all return checks; customer shall be notified of return check and of the terms of notification.
 - a. **Terms:** Customer has 10 days from notification date to arrange and rectify payment of return check and all associated fees. In the event payment of fees did not occur, water service shall be discontinued. (*see fee detail schedule*).

(Remainder of this page left blank intentionally)

DEPOSIT CRITERIA:

Effective Date: July 1, 2019:

NOTE: An initial sweep of deposit returns will be issued in July 2019 by returning deposits to customers who have not received a late notice after December 2017. After the initial sweep, office staff will run a monthly report to issue credit deposits to customers who have not been on the cut-off list in 18 consecutive months.

A refundable deposit in the amount of \$100.00 will be required on each water/sewer utility account at the time of activation with the following exception:

- An active customer transferring service from one living location to another will not be required to make an additional deposit. Any deposit remaining on their current active account will be transferred to the new service provided that existing account has been paid in full.

Deposit Refunds:

The full deposit will be refundable to the customer in the form of credit to the utility account based on the following conditions:

- The customer has maintained a current payment record for 18 consecutive months.
 - The account will be considered “current” if the customer has not appeared on the “Cut-off List” at any time in the most previous 18-month period and do not have an active “payment arrangement”.

OR

- The account enters a “final” status in which the customer is discontinuing service.
 - The deposit will be applied to the final bill, and any remaining credit will be issued to the customer via check the following month.

Customers “Cut-Off” for non-payment without a deposit:

In the event that a customer’s (without a deposit in reserve) water/sewer service has been discontinued as a result of non-payment, *the customer may be required to pay additional fees to retain a \$100.00 deposit on the account for an additional 18 months. Past due balance and reconnection fees shall be paid prior to re-establishing water service.*

Public Works Director

The \$100.00 deposit shall be paid within 2 weeks after reconnection to continue service. In the event that a customer fails to restore their \$100.00 deposit within the 2-week deadline, the customer's service may be disconnected again until the deposit and any additional reconnect fees are paid in full.

Customers with multiple active accounts:

Customers who have multiple active accounts at one time will be required to make an initial deposit of \$100.00 on each account.

Customers Transferring Service:

Active customers who wish to end service at their current residence and simultaneously begin service at a new location will not be required to make an additional payment of deposit. If the current account still has a deposit in reserve, the full amount of the deposit shall be transferred to the new account. *In the event the deposit transferred does not meet the standard amount, additional funds shall be paid to equal the required amount.*

Returning Customers:

Previous customers returning to our system will be treated as new customers and will be required to pay a \$100.00 deposit upon activation of services.

Holding Deposits:

At the request of the customer, the deposit can continue to be held in reserve after the 18-month period to ensure it will cover their final bill.

Tenant/Rental Deposits

Tenants of rental properties utilizing an individual metered water service shall provide a \$100.00 deposit. The deposit shall remain on account for the duration of the lease at which time the final bill and any other fees will be deducted from the deposit. Any remaining funds will be returned to the customer within 45 days, if the final bill and/or fees are greater than the deposit, the customer shall be billed for final payment.

Tenants may be required to provide a lease agreement before services are rendered.

(Remainder of this page left blank intentionally)

Deceased Customer Accounts – *accounts that are in a deceased person's name may be disconnected although notification shall be made to the estate, owners or individuals living at residence, informing he/she of our policy.*

- *In the event the account holder is deceased, and the spouse is living at the address and is not on the account, the spouse is required to put the water account in their name, no deposit or activation fee will be required provided the account has not been disconnected in the past 18 months*
- *If the account is going into someone other than spouse, it will be treated as any other new account, deposit and activation fee would be required and current bill must be paid in full.*
- *Documentation (Copy of Death Certificate and driver's license) may be required to transfer the account into someone else's name.*

Other Responsibilities of Homeowner/Customer: payment of service fees (water, sewer) applied to any service address account shall be the unconditional responsibility of the homeowner. Where the service address is a rental dwelling, the tenant may apply for water service, an account shall be established, and a bill shall be sent to the tenant for payment of fees. In the event, the account becomes delinquent due to non-payment, the service address account shall be deemed inactive; all fees created by the tenant shall be the responsibility of the homeowner/landlord and shall be collected prior to restoring service.

Inactive Accounts: water service accounts may be identified as inactive as a result of, but not limited to, past due account, request by customer and/or discontinuance of services. Water service shall be locked and identified as inactive; billing shall terminate after final statement. Note: *Any service account having a surcharge applied and declared as inactive, the service shall be considered inactive, although the account will remain active whereas the customer is required to continue to pay the surcharge. All surcharges shall remain with the location of meter; therefore, any new owner shall bear the surcharge fees. In the event surcharges are not paid, late fees shall be applied, and a lien may be placed on said properties.*

Public Works Director

Sanitary Sewer Services: Water service accounts having sewer services shall be considered as one account and water service may be discontinued due to non-payment of sewer fees and any other fees associated with the account. All service accounts having sanitary sewer service provided by the City of Taylorsville sewer fees shall be applied when the water service account is considered active including new construction unless previous arrangements have been made. (*see sanitary sewer service fee waiver*)

Sanitary Sewer Service Fee Waiver: Due to the fact that access to a fire hydrant meter for specific non-sewer related purposes may not be practical, customers may apply for a Sanitary Sewer Service Fee Waiver. To qualify for the waiver the following criteria shall be met to determine qualification:

- A sanitary sewer service fee waiver shall be applied for by the customer and approved by the City Clerk or the Public Works Director **before** any waivers are granted. Any and all services rendered prior to approval of such waiver shall not qualify.
- Commercial structures shall not qualify for such waivers, a separate metered water service shall be installed for irrigation (see “**Irrigation Meter Water Service**”).
- Residential structures may qualify and/or be granted a “sanitary sewer service fee waiver” when irrigating newly laid sodded grass at new residential structures provided the initial occupancy has not occurred. Waivers for irrigation of sodded grass shall cease immediately upon occupancy and/or shall only extend for 3 consecutive months, whichever occurs first. (See “**Occupancy**” below).

“Occupancy” is defined as: a structure or portion of the structure is used, or having the intent to use, for shelter or support of persons, business, animals or property.

- A customer may also apply for a sanitary sewer service fee waiver when filling a new swimming pool or when filling a pool that has been **drained completely due to a leak repair or seasonal prep**. Swimming pool shall be of significant size--3,000 gallons or more. Ex: 12’ diameter x 3.5 depth pool contains approx. 3,000 gals. Seasonal “topping off” of pools or replenishing water loss, regardless of reason, shall not qualify.

Public Works Director

All waivers shall be signed for approval by either the City Clerk or Public Works Director. Waivers must be approved for each assigned location and a specific time frame, in addition, services shall only be utilized for irrigation of sodded grass or the filling of pool. Falsification or misuse of services shall void the waiver. Waiver of fees do not include the monthly sanitary sewer base rate fee.

Solid Waste Services: Garbage pickup fees shall not be applied on any residential water & sewer service accounts located within the city limits of the City of Taylorsville for new construction, until occupancy has occurred. Occupancy is defined as: structure or portion of the structure is used, or having the intent to use, for shelter or support of persons, business, animals or property. In the event, the structure or building has been occupied and the occupant has vacated the premises and the water service remains active, all other services shall remain active (sewer & garbage).

Furthermore, on all new construction and/or reconstruction/remodel in the City of Taylorsville city limits a dumpster shall be provide as a means of disposal of trash/garbage and all waste construction material. Per KY Title 401 KAR 63:005 provides information of limitations for burning of any construction material or building waste of any kind.

Upon occupancy monthly garbage collection fees shall be stated on the water bill and be paid accordingly if applicable. Apartment complexes and Business developments are required to provide dumpster/s for solid waste collection for its occupants as required by law and Ordinance #382 Appendix F.

Indemnity Clause: *It is not the intent for this document to act as, constitute, represent, or create a contractual agreement between the City of Taylorsville and the Customer and/or Developer/Property Owner. Any and all sections of this document shall not be construed to cause harm against the City Of Taylorsville, its agents, servants and employees in regard to any and all, but not limited to, claims, demands, judgments, damages, losses and/or expenses, including Attorney's fees and cost as a result of the **Customer, Developer/Property Owner**, its agents, servant, employees, contractors or sub-contractors arising directly or indirectly out of any or all of this document. The interpretation of this policy shall be at the discretion of the City of Taylorsville Commission, unless otherwise noted, and may be amended at anytime with approval of the Commission. Variances of this policy may be made on a case by case by the City Commission, Public Works Director and/or City Clerk.*

Public Works Director

In the event any provision of this policy shall be held invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not be affected or impaired.

This document and amendments has been approved by the commission of the City of Taylorsville.

OTHER INFORMATION:

- Water bills may have additional fees affixed to total calculation of bill but not limited to, such as: required taxes, service fees, sewer fees, impact fees, late fees, reconnect fees, surcharges, and any such fees that may be associated with the customer's account.
- Garbage pickup fees shall be affixed to the water bill if and when applies.
- In the event of adverse circumstances, customer may be allowed to sign up for payment arrangements. Customer account shall meet specific requirements to qualify. All payment plans shall be approved by the City Clerk or Public Works Director, all payment plans shall be kept to a minimum number of months possible but not to exceed 12 months. Payment must be made monthly in addition to regular billing. In the event payment plan is not kept current, payment in full shall be required.
- In the event of a billing error and the inaccuracy is at the burden of the billing process, bill error will be corrected at no cost to the customer.
- The meter reading method is of a radio transmitter/receiver system and is performed with the utmost professionalism, accuracy, and business-like matter.
- All rules and regulations for sewer are listed in the Sewer Ordinance (Ordinance # 315).

(Remainder of page left blank intentionally)

Approved April 2008- as water policy.

- Revised July 2009-amendment relevancy-changing and amending policy concerning water account deposit, responsibility of property owners/landlords vs. tenants and conversation of collection of delinquent billing prior to restoration of water service.
- Revised December 7, 2010- amendment relevancy-adding a multiple phase clause to address sub-divisions and/or water extensions with multiple phases, identifying individual multiple phase & continuous multiple phase, this clause shall include any and all sewer extensions and a second amendment relating to the City Installed PRV policy pertaining to options & responsibilities.
- Revised April 2011- amendment relevancy- point of ownership & responsibility of repairs due to leak, etc.
- Revised February 7, 2012- amendment relevancy- water service relocation fees
- Revised- March 26, 2019- amendment relevancy-assorted revisions thru out policy---Foreword page, rights to ingress/egress & discontinue service due extended leak (liability), replacement cost included in meter set price, commission revising fees without notice, meter vault clear of vegetation, etc and customer provide finish grade, backflow prevention guidelines, definition & fee clarification, when sewer & garbage fees applied & return of deposits.
- Clarification of language-September 17, 2019- page 21, non-backflow prevention, Criteria, b & c.
- Waiver of sanitary sewer service fees, sodded grass & pools October 22, 2019 page 35/36
- Revised 4-2021- grammar corrections, engineer fees, infrastructure process/schedule, development plan—pgs- 26, 27, 28
- Revised 7-1-2023- cost of $5/8 \times 3/4$ meter set \$2000.00 --pg 9
- Revised 7-2025—deposits, deceased accounts, ID required, bank draft, tenant, pgs 34 thru 38

(Remainder of page left blank intentionally)

CURRENT WATER POLICY

CURRENT WATER POLICY

CURRENT WATER POLICY