

<b>Division of Water – Policies and Procedures Manual</b>	
<b>Standard Policies and Procedures</b>	
Policy Number – AUB-01-01	Revision Number: 5
Subject Obtaining Water Service	Effective Date: 07-01-13
	Superintendent Approval:
	General Manager Approval:

## 1.0 PURPOSE AND SCOPE

The purpose of this policy is to outline the requirements associated with obtaining water service from Athens Utilities Board (AUB). This policy applies to all existing and potential water accounts serviced by the Athens Utilities Board.

## 2.0 REFERENCES

(1) Athens Utilities Board Division of Water, Policies and Procedures Manual

## 3.0 GENERAL

A formal application for original or additional service must be made at the offices of AUB or with a duly appointed agent of AUB and be duly approved before service connection. A meter will not be set or service connected before payment of the service line installation charge and any additional applicable charges and deposits are made.

Any exceptions to this policy will be made at the sole discretion of AUB’s local control authority.

## 4.0 DEFINITIONS

**AUB** – means the Athens Utilities Board and its duly authorized employees, agents, and representatives

**Board** – means the Chairman and all Commissioners but does not include any employees

**Local Control Authority** – Superintendent of Water and Wastewater or duly authorized representative

**Main** – designated as the water lines of AUB of all sizes, with service connections excluded, laid in or on the public streets or highways or on right-of-ways whether covered by easement or permission acquired by AUB for the installation of AUB’s water lines on private property

**Service Connection** – Shall mean the tap of the main and that portion of the line extending from the tap of the main to and including the meter and meter installation in those installations where the meter is set at or near the property line on the street, highway, or right-of-way on which the main is located. For meters located elsewhere on private property the service connection is considered to extend from only the tap of the main to the property line, plus the meter and meter installation.

**TDEC** – Tennessee Department of Environment and Conservation

## **5.0 PROCEDURES/POLICY**

### **5.1 Application and Contract for Service**

Each customer or prospective customer desiring original or additional water service shall make a formal application with a duly authorized employee of AUB; shall supply information as may be requested relating to the water consumption, fire protection and the manner in which the service will be utilized; and sign AUB's standard form of application for service, or a general water contract.

### **5.2 Contracts**

AUB's standard form of application for service is the basic contract for all water service. However, when water main extensions are required in order for AUB to provide water service, a certain level of participation may be required or additional nonrefundable financial commitment from the customer(s) for AUB to provide the service. Additionally, large commercial or industrial customers may be requested to execute a General Water Contract, which shall contain provisions and stipulations as may be desirable to protect the interests of AUB and the customer. The use of water by a customer shall be interpreted as binding the customer by the terms of the applicable standard contract and must be signed by the customer receiving service. All basic contracts require the customer to pay a service availability fee for a minimum of three years. If a property is sold before a basic contract's three-year time frame has expired, the new property owner will have the option of either signing a basic contract for water service or pay a tap fee when service is requested.

### **5.3 Service Availability Fee Contract**

Prior to construction, AUB may require an applicant for service to sign a contract guaranteeing the payment of service availability fees for such period of time as may be reasonably necessary to support the investment required, but nothing contained herein shall authorize a service availability fee contract that is prohibited by the applicable rate schedule. If property is sold on which a dry tap is located, the new owner has the option to accept a service availability fee contract or pay a tap fee when water service is requested. Where the service is in use, the new owner will be required to pay the service availability fee and the applicable rate based on consumption.

### **5.4 Customer's Obligations**

If for any reason the customer, after signing a contract for service, does not take the service by reason of occupying the premises, or otherwise, he/she shall reimburse AUB for the total expense incurred by reason of AUB's endeavor to furnish said service.

If a customer requests and pays a tap fee where engineering and/or additional fees (by AUB) are required and then requests a refund, AUB will refund the tap/extension fee minus any costs incurred by AUB for the project. Once AUB has committed to a line extension involving multiple customers, extension fees will not be refunded.

## **5.5 Building Permits**

An application for a building permit shall have been received by AUB prior to construction of any facilities to serve the applicant, and the building permit shall have been issued to the prospective customer prior to rendition of any service in those areas where such permits are required by governmental authority.

## **5.6 Land Development Projects**

Preliminary plats must be submitted to AUB to determine availability of service prior to submittal to the Planning Commission for their consideration. Two copies of a preliminary plat furnished by the developer shall accompany an application for water service in subdivisions or land development. Affirmative action, if taken by AUB, will be noted on each copy of the preliminary plat and signed by the AUB Local Control Authority, their designee or General Manager. The developer is responsible for meeting AUB and TDEC specifications for subdivision water line installation. AUB is responsible for meeting TDEC specifications for service to land development projects.

If service capacity is available for the submitted design, a letter of certification will be issued back to the developer from the AUB Local Control Authority. One copy of the plat will be attached to the Local Control Authority letter of certification and be submitted to the Planning Commission having jurisdiction over the land development project, and the other copy will be retained by AUB.

Further action by AUB will be deferred until the preliminary plat has been approved by the Planning Commission and returned to AUB. Pending receipt of such approval, AUB will not authorize, accept, construct, or connect to, any utility installation coming under AUB's jurisdiction in a land development area without prior approval described above.

Approval of the plans for the installation of water/wastewater distribution facilities in land development projects will be certified by a letter from the Local Control Authority to the developer.

## **5.7 Taxes**

All taxes imposed by governmental agencies applicable to water service to customers of AUB shall constitute an additional charge to the amount billed to any customer under any rate schedule, minimum billing, or other charges for water service in accordance with the applicable rate schedule.

## **5.8 Customer Responsibility**

The customer(s) whose name(s) appear on the Application for Service shall be responsible for all charges for water service until a notice is received at the office of AUB ordering the service disconnected. Failure to notify AUB shall not release the customer of any obligation due AUB for any service rendered or made available.

## **5.9 Estimated Bills**

If the employees of AUB are unable for any reason to obtain access to the meter or if AUB has reason to doubt the registration of the meter, or if an error has been discovered in the computation of the bill, AUB reserves the right to render an estimated bill to the customer based on the best information available. If after investigation of the condition, or if subsequent meter readings indicate the estimated bill was incorrect, AUB at its option will either make a compensated adjustment in a later bill, or will adjust the estimated bill to compensate for the error in accordance with TCA.

## **6.0 Service Interruptions**

AUB cannot and does not guarantee either a sufficient supply or an adequate or uniform pressure, and shall not be liable for any damage or loss resulting from an inadequate or interrupted supply, from any pressure variations, or for damages from the resumption of service when such conditions are not due to willful fault or neglect on its part. Damages for which AUB is not liable most commonly involve water heaters and galvanized service lines. There are times when weather, supply problems, construction problems, accidents and other incidents will create situations resulting in service interruptions.