



**WATER SYSTEM
RULES
AND
REGULATIONS**

BEDFORD COUNTY UTILITY DISTRICT OF BEDFORD COUNTY, TENNESSEE

WATER SYSTEM RULES AND REGULATIONS

Water will be furnished subject to the Rules and Regulations of the Board of Commissioners of the part of every application, contract and agreement entered into between the property owner or customer and the District. Bedford County Utility District of Bedford County, Tennessee, which Rules and Regulations, as well as any Rules and Regulations hereinafter amended, modified, or promulgated, are made a part of every application, contract and agreement entered into between the property owner or customer and the District.

DEFINITIONS:

- A. District - The word "District" will be used in these Rules and Regulations to designate the Bedford County Utility District of Bedford County, Tennessee.
- B. Customer - The word "customer" will be used in these Rules and Regulations to designate a person, firm or corporation contracting with the District for the furnishing of water to property.
- C. Property - The word "property" shall mean, except where otherwise specified:
 - (1) A building under one (1) roof and ownership and occupied by one (1) business or as one (1) residence. This includes mobile homes in trailer parks as defined in paragraph D.
 - (2) One (1) or more buildings on a single tract of land, all under one (1) ownership and occupied by one (1) family or business.
 - (3) One (1) side of a double house having a solid vertical partition wall.
- D. Trailer Park - A "trailer park" consists of three (3) or more trailers where the spaces are owned by the trailer park owner.
- E. Apartment House - An "apartment house" is a building housing three (3) or more families or three (3) or more households.
- F. Service Connection - The phrase "service connection" will be used in these Rules and Regulations to designate the tap on the main, together with that portion of the line extending from the tap to the meter: 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, only the portion of the line extending from the tap to and including the meter shall be included as part of the service connection.

1. Customer Deposit

Effective June 11, 2009 applicants for water service, who are either a tenant or renter of rental property must pay a refundable deposit of (\$100.00) one hundred dollars. (A-1)

2. Water Service Contract

Any applicant for water service shall complete a Water Service Contract and submit same to the District with applicable tap/privilege fee and service fee. If water service cannot be supplied in accordance with the District's rules, regulations or policies or those of any state or federal agency with oversight regarding service, the liability of the District to the applicant for such water service shall be limited to the refund of the applicable tap/privilege fee and service fee. (A-2)

3. Water Taps

The District shall be responsible for installing and maintaining all service connections (taps). The customer will provide, at no cost to the District, a suitable place for the location of a service connection on the customer's property line. **In The Case of An Emergency**, any occupied residence two (2) years old, experiencing an unusable water supply (i.e. contaminated well or spring) may request a service connection be installed on the private property of another individual property owner, however, it is the responsibility of the customer to grant to or obtain for the District, its successors and assigns, a perpetual easement in, across, over, under and upon the respective property, with the right to erect, construct, install, and lay, and thereafter use, operate, inspect, maintain, replace, and remove water pipelines and appurtenant facilities, together with the right to utilize adjoining property belonging to the customer or another individual property owner for the purpose of ingress and egress from the above described property. The customer may be required to execute such additional instruments and pay any fees necessary to give further effect to these provisions as may be requested by the District. Emergency water taps and any water tap not located on the property of the customer must be relocated to the property line of the customer if water service is extended to the customer's property. The customer must tie into the relocated water tap within thirty (30) days from the date the water tap is relocated.

All water lines shall be of sufficient size to be compatible with the service connection needed, in the opinion of the District, for furnishing ample water to said customers.

Anyone wishing to purchase a two (2) inch or larger tap must pay a **Hydraulic Analysis Fee** in order for District Personnel or the District Engineer to determine the feasibility of water service to the tap. The current Hydraulic **Analysis Fee** is listed in the Schedule of Rates and Fees (Exhibit A-2).

The District will install a meter and curb stop valve for each service connection, both of which shall remain the property of the District. (A-4)

All water service taps larger than a residential tap will be sold at the discretion of the Board of Commissioners who will determine the tap/privilege fee from time to time. **(See Policy A, Customer Rates, Fees and Charges, Policy J Commercial and Industrial Customers and Policy JA, Agricultural Customers)**

4. System Development Charge

In order to provide for capital improvements necessitated by unusual and rapid growth, the Bedford County Utility District has implemented a **System Development Charge (SDC)** for any properties needing access to BCU D's water system through extension, new development, or tapping onto an existing line. The **SDC** applies to landowners requiring one or more taps as well as to landowners and developers who subdivide real property for any purpose, with one **SDC** required per tap. The amount of the **SDC** depends on meter size and must be paid at the time of approval of a subdivision plan or when an application is made for a new tap. The **SDC** shall be set by the Board from time to time, and the Board shall set the rules and regulations regarding the amount, nature, and applicability of the fee to be charged the landowner and/or developer.

Determination of an SDC for a requested service is described in **Policy A, Customer Fees, Rates and Charges, Exhibit A-2, Schedule of Rates and Charges.**

5. Customer Service Lines

The customer shall be responsible for and bear the expense of installing and maintaining the service line from the meter to the house or point of use. Said service line materials and installation shall conform to the standards and specifications established by the District. Failure to meet the standards for the installation and material for service line from the meter to the point of use shall be grounds for denial of service to the customer. As to presently installed lines of an existing customer which do not meet the standards, no leak adjustment for the customer's service will be authorized or paid after the first leak adjustment for the customer's service line unless and until the customer's service line meets the standards established by the District. The customer shall be liable for any damage incurred to the District's property resulting from the customer's negligence.

Acceptable service line materials are as follows:

Polyethylene - Polyethylene service tubing is to be ultra-high molecular weight polyethylene tubing with a pressure rating of 160 psi working pressure. Polyethylene service tubing must bear the National Sanitation Foundation Laboratories, Inc. seal of approval.

PEX-Crosslinked Polyethylene Tubing, meeting ASTM F876 Standard Specifications.

PVC - PVC Pipe shall be NSF - approved, Type 1, Grade 1, Type 1120 material conforming to AST, D2241 and ASTM - 1784. PVC Pipe shall be Class 200, SDR 21, Schedule 40 or Schedule 80 with solvent weld or integral gasketed joints.

Copper - Copper service tubing shall be Type K soft copper tubing only. (A-5)

7. Customer Cut-Off Device

The customer shall be required to install and maintain a cut-off device on the customer's side of the service connection. The cut-off must be no more than (24") twenty four inches from the meter box in a PVC valve box or equivalent. (A-7)

6. Pressure Regulator Device

The customer shall be required to install and maintain a pressure regulator device on the customer's side of the service connection. The Pressure regular must be no more than (12") twelve inches from the customer's cut-off device in a PVC valve box or equivalent. (A-8)

8. Minimum Bill

The District will charge at least a minimum bill per month per customer for the water service regardless of the amount of water used. (The minimum bill reflects each customer's share of the overhead to operate the system.) If the customer fails to connect to the system when service is available and a service connection is made, the customer will pay a minimum bill per month until such time as the customer installs his service or he removes himself or his business from a metered location. By keeping the account active, the customer can demand service at any time and therefore must share in its costs. (A-10)

9. Forfeited Discount

If full payment is not received in the District office by the close of business on the due date on the bill, the customer must pay the gross amount (including forfeited discount) shown on the bill. (A-11)

10. Repossessed Water Taps

In the event a customer on a water line extension (i.e. dry tap) refuses to pay his account, he will continue to receive a minimum bill. Once the account balance exceeds \$250.00 and remains unpaid for a period of six (6) months from the date of last payment in full, the service connection will be repossessed by the District. The customer will be sent a **Repossessed Tap Notice** notifying him that he has thirty (30) days to reinstate his account with the District and halt repossession of the tap. If the customer does not respond within the thirty (30) day period, the District will physically remove the tap from the customer's property. If a new customer requests water service at this location at a future date, he must apply for water service. If the customer is the one owing the past

due account, he must apply for water service and pay twice the current tap/privilege fee and all past due charges on said account.

In the event a customer wishes to surrender his water tap (i.e. dry tap) to the District, he may request this in writing to the Board of Commissioners for approval. Once approved by the Board of Commissioners, the customer will pay a **Tap Removal Fee** and any amounts owed on his account. The charge for this service is shown in the Schedule of Rates and Charges. Once all amounts have been paid, the District will schedule to have the water tap removed during regular work hours. (A-14)

11. Service Calls

In the event a customer requests that the District check a service connection for proper operation (i.e. report of a water leak) and no District responsibility is found, then the customer will be charged a service call fee. (A-15)

12. Billing Frequency

Utility bills for residences will be rendered monthly. Commercial and industrial customers may be billed monthly or more frequently, at the discretion of the Board of Commissioners. (B-1)

13. Billing Due Date (17th each month)

The customer shall be required to pay his bill by the due date as noted on his bill. The customer's failure to pay by the due date shall constitute a penalty which will be added to the bill. Should the due date for payment of a bill fall on a week-end or a holiday observed by the District, the bill may be paid on the following business day at the net amount. (B-2)

14. Failure to Receive Bill

Utility bills are recognized as a routine bill owed by the customer. The customer's failure to receive a bill does not change in any way the customer's obligation to pay the amount due in a timely manner. (B-3)

15. Termination of Service by Customer

In the event a customer removes himself or his business from a service location at which he is receiving water, he shall give the District a minimum of five (5) calendar day's notice of his intention to move. To remove himself or his business from a service location, the customer, if the owner must sell the property where the service is located, or, if a renter, move from the property where the service is located. The customer shall be responsible for payment of water consumed up to the date his service is terminated. In the event a customer desires to move to a new location within the District, he shall pay the tapping fee, if applicable, and service fee.

A customer that wishes to final out a water service that serves their property must meet the following conditions. The customer must have paid a water bill at said location for at

least three (3) years, thirty six (36) months. The customer must sign a final out request form (A-7) and further agree that if they wish to reestablish service at said location they will pay a two hundred and fifty dollar (\$250.00) Reestablish Service Fee as stated in the **Schedule of Rates and Charges**. (A-2).

The procedure for customer notification of discontinuance of service is as follows

- a. In person, customer must present acceptable identification.
- b. Telephone, fax or writing, customer must include address, account number, and one (1) other positive account identification. (B-6)

16. Adjustments to Bills/ Leak Adjustments

A. Customer and District Responsibilities

It is the customer's responsibility to keep their plumbing system in good working order and to notify the District of any changes in contact information (i.e. land line and/or mobile telephone number).

The District may, but is not required to, notify the customer of what the District considers leakage on the customer's side of the meter. When leakage is suspected, an attempt will be made to notify the customer by a telephone call to the contact number on the customer account. Failure of the District to notify the customer or failure of the customer to receive notification of suspected leakage does not relieve the customer from the payment obligation for water consumption on the account. The District shall be under no obligation to extend the discount or the due date of the time for paying any bills because of a billing adjustment. (D-1)

B. Determination of Need for Adjustment

A billing adjustment will be considered only if the customer's excess water usage is at least two (2) times their average usage, which shall be determined by averaging the monthly billing usage for up to twelve (12) months preceding the billing cycle of the adjustment. (D-2)

B. Request for Leak Adjustment

All requests for leak adjustments must be received in writing or in person at the business office of the District during regular business hours. Customer must locate and repair the leak before any request for a leak adjustment is made. The customer must locate and repair the leak before any request for a leak adjustment may be made. When the leak has been repaired, the customer must provide the date and proof of repair (e.g. plumber's invoice, receipt for parts used, picture of leak, etc.). Accommodations will be made for handicapped customers via request to the District office.(D-3)

C. Frequency of Leak Adjustments

Within a given twelve (12) month period, a customer is allowed only one (1) leak adjustment. The twelve month period is defined as the month with excess water usage and the eleven months prior thereto. However, up to two consecutive monthly bills that

indicate excess water usage may be adjusted at one time. When considering the second of two consecutive bills, the average usage used in figuring its eligibility for adjustment will be the same as the average usage used in determining eligibility of the first month.

A customer who needs a subsequent leak adjustment within the twelve month period may request in writing to the District an adjustment to the bill of the most recent leakage. If approved, by the District an adjustment will be made in lieu of the previous leak adjustment for that period. The customer's account will be charged the difference between the previous adjusted payment and the actual payment due for the month of the original adjustment. The actual usage for that month will then figure into the customer's average usage for that period. (D-4)

D. Leak Adjustment Eligibility

The District shall not be obligated to make any adjustments of any bills not contested after ninety (90) days from the billing date. If the District attempted to notify a customer as set forth above of a suspected leak and if the leak has continued for a period of three months without the customer having repaired the leak and having documented the repair to the satisfaction of the District, then the customer shall not be eligible for any leak adjustment as provided by the policy regardless of the cause or circumstance.

To be adjusted, the leak must not be readily evident to a reasonable person (such as leaks that are underground, within walls or under floors) or the leak must occur while the occupants are away from the premises. (D-5)

Adjustments on water bills will not be made for the following:

- a) Premises left or abandoned without reasonable care for the plumbing system.
- b) Filling of swimming pools.
- c) Watering of lawns or gardens.
- d) Irrigation Systems
- e) Customer had already received an adjustment in previous 12 mos.
- f) Leaking/Dripping Faucet
- g) Leaking/Running Toilet
- h) Hoses left running
- i) Booster pump failure

E. Calculation of Billing Adjustment

If an adjustment of the customer's bill due to a leak is warranted, the amount of the bill will be determined based on the average usage. The customer must pay twice the average usage plus one-third (1/3) the current rate per thousand (1,000) gallons for water used in excess of twice the average usage. When adjusting the second of two consecutive bills, the average usage used in figuring its adjustment will be the same as the average usage used in determining the adjustment of the first month. (D-6)

17. Discontinuance of Service (Cut-offs)

Reasons for discontinuance of service:

- a) Nonpayment of bill or other charges directly related to customer's service

- b) Partial payment of bill or other charges, except when a customer inadvertently fails to pay a penalty, however, the penalty must be paid by the next cut-off date.
- c) Failure to comply with District rules, regulations and policies.
- d) Any threat to public health on the customer's premises which may endanger other customers.
- e) Tampering with District equipment or stealing service.
- f) In the event that a customer has more than one (1) residence on a tap.
- g) Customer has an amount past due from any previous service. (F-1)

A Final Notice will be mailed if payment is not received by the due date. If payment is not received within ten (10) days after the due date or the 27th of each month, service will be discontinued. (F-2)

Service will be reinstated only during regular working hours, Monday through Friday, 8:00 A.M. to 4:30 P.M. (F-5)

In the event a customer who has been cut-off for nonpayment of service wishes to be reinstated as a current customer, he shall pay all cost for discontinuance of service to include a reconnect fee, past due charges and any applicable service fees. If reconnect and other fees are not paid by 3:30 PM, service is not subject to reconnection until the next business day. (F-6)

In the event a customer who has been cut-off for nonpayment cuts the meter lock for the purpose of reinstating water service, said customer will be charged a cut lock fee.

Should the customer cut the meter lock again, the meter will be removed. (F-7)

The District shall not disconnect a customer's service on which a life support system or dialysis machine is in operation and the disconnection of service would be life threatening to the individual receiving treatment. It is the responsibility of the customer to notify the District if service discontinuance would be life threatening. After notification, the District will flag the customer's account and meter as an "Emergency Medical Service" to insure that the service is not cut off by District personnel or others.

If an emergency medical service customer cannot pay a bill or other charge, it shall be the customer's responsibility to find a social service agency or charitable group to assist the customer. (F-14)

18. Multiple Connections to One (1) Meter

At no time shall there be more than one (1) residence connected to one (1) meter. (G-1)

Authorized employees, representatives and contractors of the District shall have access to all properties served by the District at reasonable times for the purpose of reading meters, maintaining and inspecting lines and connections to the District (or believed to be connected to the District), observation, measurement, sampling and testing as provided by the policies of the District and by state and federal law. (G-5)

19. Theft of Service

Anyone found to be in violation of the theft of service policy will be subject to a tampering fee. (H-3)

Service will not be restored until all payments for the following are received by the District:

- a. Adjusted payment for utility service.
- b. Tampering fee.
- c. Reconnection fee and any other fees as deemed appropriate.

- d. The cost of damages to District property to include labor, equipment, overhead and replacement parts. (H-5)

20. Shortages and Emergencies

The District 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. (K-1)

The District may declare service restrictions during a period of shortage and emergencies. (K-2)

21. Cross-connections

No person shall cause a cross-connection, auxiliary intake, by-pass or inter-connection to be made, or allow one to exist for any purpose whatsoever unless the construction and operation of same have been approved by the Tennessee Department of Public Health and the operation of such cross-connection, auxiliary Intake, by-pass or inter-connection is at all times under the direct supervision of the Board of Commissioners of the Bedford County Utility District. (Cross-connections Policy L)

A District representative shall have the right to enter at any reasonable time any property served by a connection to the District's Public Water Supply for the purpose of inspecting the piping system or systems thereof for cross-connections, auxiliary intakes, by-passes or inter-connections. On request, the owner, lessee or occupant of any property so served shall furnish to the District any pertinent information regarding the piping system or systems on such property. The refusal of such information or refusal of access, when requested, shall be deemed evidence of the presence of cross-connections. (Policy L)

22. Water Line Extensions

In the event the District shall see fit to extend any main line of its waterworks, the District shall, upon considering all circumstances, bear the cost of this extension. (Policy Z)

23. Subdivisions and Developers

In the event an individual wishes to extend/develop a water line at their own expense, the individual must adhere to the District's Subdivisions and Developers Policy. (M)

The foregoing Rules and Regulations, the aforementioned Schedule of Rates and Charges and Organizational Data may be amended, modified, enlarged or otherwise changed at any time a majority of the Board of Commissioners deems same necessary.

The District has, by proper resolution, adopted the foregoing Rules and Regulations for the Bedford County Utility District of Bedford County, Tennessee, which resolution declares that if any section, paragraph, clause or provision of these Rules and Regulations shall be held to be invalid or ineffective for any reason, the remainder of these Rules and Regulations shall remain in full force and effect.

(A-1) - Denotes Policy Number where rule and/or regulations are found.

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, age, disability, religion, sex, and familial status. (Not all prohibited bases apply to all programs).

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD).”

EXHIBIT A-2

**BEDFORD COUNTY UTILITY DISTRICT
SCHEDULE OF RATES AND CHARGES**

Definitions:

Residential tap: a three quarter (3/4) inch water meter.

Residential meter equivalent (RME): the ratio defined as a given meter’s maximum continuous operation flow rating divided by the maximum continuous operating flow rating of a residential meter.

Present Water Rates:	
Residential meter	
First 1,500 gallons	\$ 17.00 minimum
All over 1,500 gallons	6.50 per 1,000 gallons
1 inch meter	
First 5,000 gallons	\$ 39.75 minimum
All over 5,000 gallons	6.50 per 1,000 gallons
2 or 3 inch meter	
First 25,000 gallons	\$ 169.75 minimum
All over 25,000 gallons	6.50 per 1,000 gallons
4 inch meter	
First 50,000 gallons	\$ 332.25 minimum
All over 50,000 gallons	6.50 per 1,000 gallons
6 inch meter	
First 62,500 gallons	\$ 413.50 minimum
All over 62,500 gallons	6.50 per 1,000 gallons
8 inch meter	
First 75,000 gallons	\$ 494.75 minimum
All over 75,000 gallons	6.50 per 1,000 gallons
12 inch meter	
First 100,000 gallons	\$ 657.25 minimum
All over 100,000 gallons	6.50 per 1,000 gallons

Water Tap/Privilege Fees:

The tap/privilege fee will be based on the residential meter equivalent for the meter size required

Water Tap/privilege Fees:	
3/4 inch	\$ 1,500.00
1 inch	\$ 5,000.00
2 inch	\$ 10,000.00
3 to 12 inch	(See Policy J – Industrial and Commercial Customers And Policy JA-Agricultural Customers)

Should the cost of the installation of a residential tap exceed the tap/privilege fee, the additional cost will be borne by the customer. For a tap larger than a residential tap the customer will pay the tap/privilege fee plus the cost of installation.

System Development Charges (SDC):

Residential tap \$ 1,000.00

The SDC for water service provided by taps larger than a residential tap will be set by the Board of Commissioners based on either the District engineer’s evaluation or the RME multiplied times the residential tap SDC, whichever is greater.

Other Fees:	
Cut Lock Fee	\$ 75.00 per cut lock
Late Payment Fee	11.0% of water service
Nonrefundable service fee	50.00 per connection
Reconnection Fee (during business hours only)	75.00 per reconnect
Repossessed Water Tap Fee	250.00 per water tap
Residential Renter Deposit	100.00 per service
Returned Check Service Fee	30.00 per returned check
Service Call Fee	50.00 per service call
Tampering Fee (Water Theft)	250.00 per occurrence
Tap Removal Fee	250.00 per tap
Reestablish Service Fee	250.00 per service

Hydraulic Analysis/Development Evaluation Fees

Residential: 5 to 10 lots or 2” tap \$ 600.00
11 to 20 lots 750.00
21 to 25 lots 1,000.00
25 lots or greater \$1,000.00 plus \$25.00 per lot over 25 lots

Commercial/Industrial: \$2,500.00 per water availability determination

**BEDFORD COUNTY UTILITY DISTRICT
OF BEDFORD COUNTY, TENNESSEE**

ORGANIZATIONAL DATA

Authorization:

This organization was incorporated and created pursuant to Chapter 82, Title 7, Tennessee Code Annotated, on December 8, 1980, by order of the County Judge of Bedford, Tennessee, consolidating the Southwest Bedford Public Utility District of Bedford County, Tennessee, the Northwest Bedford Public Utility District of Bedford County, Tennessee and the Bedford Public Utility District of Bedford County, Tennessee into the Bedford County Utility District of Bedford County, Tennessee.

On September 17, 1985 all assets and liabilities and the further operation of the water distribution system of the Normandy Road Water Cooperative were assumed by the Bedford County Utility District of Bedford County, Tennessee.

Commissioners:	
Wendell R. Smith, Sr.	President
David Dickens	Vice President
John Jones	Secretary
Todd Davidson	Treasurer
Randy Head	

Administration:

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