

CITY OF MADISONVILLE

POLICIES and PROCEDURES

of the

WASTEWATER COLLECTION DEPARTMENT

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ENGINEERING DEPARTMENT
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Table of Contents

<u>WASTEWATER</u>	<u>Page</u>
1. Use of Public Sanitary Sewer Service	1
2. Design and Construction Standards Manual	2
3. Relocating or Adjustment of Wastewater Facilities	3
4. Application for Wastewater Service	4
5. Customers Not to Provide Wastewater Service to Others	6
6. Unaccounted for Services	7
7. Discontinuance of Service	8
8. No Guarantee of System Capacity	9
9. Responsibility for Property of Customer	10
10. Responsibility for Damages to Customer's Wastewater Line	11
11. Responsibility for Property of City	12
12. Sewer Cleaning and/or Flushing	13
13. Service to Annexed Areas	15
14. Main Extensions	16
15. Fees and Other Charges	19

3.1 Use of Public Sanitary Sewer Service

Description and Need of Policy

A policy to define the conditions of use of the public wastewater system of the City.

Policy

To assure the safety and integrity of the City's complete wastewater system, the conditions of use are established by its Sewer Use Ordinance, No. 52.01.

Additional Comments

Contact City Engineer

Telephone Number (270) 824-2187

3.2 Design and Construction Standards Manual

Description and Need of Policy

Because construction and expansion of the wastewater system is often accomplished by developers, who later deed the system to the City, minimum standards for design and construction are required to protect the public welfare.

Policy

The Engineering Department shall promulgate design and construction standards for the City's wastewater collection system.

These standards will be reviewed from time to time to assure compliance with Federal or State regulations, to take advantage of improved material or construction techniques, or to correct shortcomings in the current edition.

Additional Comments

Contact	City Engineer
Telephone Number	(270) 824-2187

3.3 Relocating or Adjustment of Wastewater Facilities

Description and Need of Policy

A policy establishing the rights of the City with respect to the position of wastewater facilities.

Policy

Wastewater facilities are generally located within road rights-of-way. In cases where a wastewater facility is located on private property, such facility shall be located in an utility easement. In the case where an easement has not been recorded, an easement shall be considered to exist based on the principal of adverse possession.

Should a customer consider the location of the wastewater facilities unacceptable, a request for relocation may be made to the City. This will include mains and that are within an area of proposed construction. If feasible, the City will relocate the facility as requested. The customer will be billed for the actual cost of the relocation.

All wastewater facilities the City considers to be unsatisfactory may also be moved to a more suitable location on the City's initiative.

Fees or Costs

The customer shall pay actual costs associated with relocation should the customer initiate the relocation either by request, or past or proposed construction. This includes facilities located either in right-of-ways or easements.

If the City initiates the relocation for the City's convenience, the City will pay costs.

Additional Comments

Contact	City Engineer
Telephone Number	(270) 824-2187

3.4 Application for Wastewater Service

Description and Need of Policy

A policy to establish types of wastewater services and the conditions that those services will be provided.

Policy

Persons desiring wastewater service shall make application to the City, in writing, upon forms provided by the City. The application shall state fully the nature of the wastewater to be discharged and that the customer shall abide by the Rules, Rates, and Charges of the City then in force, or which thereafter are adopted. The application shall be signed by the owner or tenant of the premise and shall state the location of the premise to be served, including street, street number, subdivision, and lot number. In the event the owner of the premise desires to be billed rather than the tenant, the owner shall make application in accordance with the provisions of the Rules, Rates and Charges of Madisonville Municipal Utilities.

Within the corporate limits of the City, if the premises to be served are new construction, the applicant shall provide a copy of the building permit.

Fees or Costs

Current costs for a standard service installation, assuming there is a wastewater main of sufficient size abutting the property, are:

6-inch	short-side	\$ 800
	long-side	\$ 800
8-inch	short-side	\$ 800
	long-side	\$ 800
Manhole, Complete		\$1,500
Manhole, Core Existing		\$ 800 + Specialty Contractor Price

Additional Comments

"Standard Service" (charged per fee schedule) is defined as a residential subdivision or rural road where the main fronts the lot and the road is a simple 24-foot wide two-lane;

"Non-Standard Service" (charged as actual cost) is defined as a crossing beyond that of a simple 24-foot wide two-lane road, such as a state highway;

The City is constrained by both State rules and its own desire for additional services not to adversely impact existing customers. There is a limit to the number and type of services that can be placed on a given line. This number varies throughout the system, and cannot be defined as "so many on this size line, so many on this larger line."

Therefore, service availability may require a hydraulic study to determine if capacity is available. In some cases, a main extension or upgrade will also be required.

Contact Utility Office Manager

Telephone Number (270) 824-2102

3. 6 Unaccounted or Unauthorized Service

Description and Need of Policy

A policy that establishes the prohibition of unaccounted or unknown wastewater service connections and the action/penalties for discovered unaccounted or unknown wastewater service.

Policy

In the case of discovered unknown connections that are used for discharge, and that normally would be coupled with a metered connection, a charge will be calculated based on industry standards for the time period that the connection was in operation.

In addition to payment for estimated service, a penalty of 100% of the estimated service charge will be added to this calculated bill. The bill will be due in full with no provision for time payments. If the customer can provide reasonable proof that he was unaware of the unmetered connection, time payments may be allowed.

For a connection to be considered unknown or unaccounted for, the customer generally would have a metered water connection and knowingly not be paying a wastewater use bill.

Additional Comments

Contact	Wastewater Collection Superintendent
Telephone Number	(270) 824-3717

3.7 Discontinuance of Service

Description and Need of Policy

A policy to establish a clear understanding of the conditions where wastewater service may be discontinued.

Policy

The City may discontinue wastewater service for the following reasons:

1. Non-payment of bills,
2. Fraud or abuse,
3. Noncompliance with the Rules, Regulations, Rates, and Charges or any other policy of the City.

Fees or Costs

The customer shall be liable for all costs associated with reestablishing wastewater service. This may include, but not be limited to, collection of revenue that was not realized due to nonpayment or fraud, attorney or collection agency fees associated with collecting money due, and reconnection costs, including additional account deposit.

Additional Comments

Contact Utility Office Manager

Telephone Number (270) 824-2102

3.8 No Guarantee of System Capacity

Description and Need of Policy

A policy to communicate to wastewater customers that while every attempt will be made to provide a continuous wastewater system capacity, events may occur that are beyond the control of the City. Accidents may also occur that will interrupt the ability to provide wastewater service.

The City limits its liability to the loss of service only, not the results that may mean to the customer. Otherwise, a main break could potentially have the City paying for loss revenues, loss wages, *et cetera*.

Policy

The City does not guarantee any fixed or continuous wastewater system capacity. In the event of breaks in mains, service lines, pumping machinery, or loss of electrical power, the system capacity may be reduced or shut off without notice, and the City shall not be liable for any damages, which may arise therefrom.

When a planned wastewater system shut off occurs, City personnel shall attempt to notify the affected customers.

Additional Comments

Contact	City Engineer
Telephone Number	(270) 824-2187

3.9 Responsibility for Property of Customer

Description and Need of Policy

A policy establishing the limits of the City's liability for wastewater damage to a customer's property and highlight action customers may want to take to protect their property.

Policy

The City shall not assume responsibility for damages incurred by wastewater overflows that results from stoppages on the customer's private wastewater service line.

The customer is responsible for maintaining the flow capacity of the private wastewater service line from the house to the City's main. This includes solids build-up and tree root intrusions. Customers are required to have minimal cleanouts at the house and at the property line to enable plumbers to access and clean these lines.

The City is responsible for the structural integrity of the service line from the main to the property line.

The City may be responsible for stoppages that occur on a City main, and private property damage that may result.

Additional Comments See Policy 3.12

Contact Wastewater Collection Superintendent

Telephone Number (270) 824-3717

3.10 Responsibility for Damages to Customer's Private Wastewater Line

Description and Need of Policy

A policy establishing the City's accepted liability and under what conditions claims will be considered.

Policy

The City shall not assume liability for damages incurred by a wastewater customer when damages result from:

1. Damages caused by defective operation or condition of customer's plumbing system,
2. Damages caused by a defective condition in the City's wastewater system, unless the City received actual or constructive notice of the defective condition with sufficient time to amend.

All claims resulting from negligent operation, negligent installation, or negligent repairs, and all claims arising out of sudden and unexpected emergency repair work, will be handled on a case by case basis within the scope of the City's insurance underwriter's policies, and within the scope of general law, including the Kentucky Department of Insurance policies.

All claims resulting from negligent operation, negligent installation, or negligent repairs, and all claims arising out of sudden and unexpected emergency repair work, will be handled on a case by case basis within the scope of the policies, and within the scope of general law, including the Kentucky

Additional Comments See Policy 3.12

Contact Wastewater Collection Superintendent

Telephone Number (270) 824-3717

3.12 Sewer Cleaning and/or Flushing

Description and Need of Policy

The most common occurrence of problems with sewer systems is the blockage of lines. This policy makes the distinction between lines that are properly identified as City mains subject to the City's maintenance of flow, and private service lines (laterals), subject to the property owner's maintenance of flow.

Policy

Sanitary sewer maintenance involving clearing obstruction with City equipment is to be restricted to maintenance of the sanitary sewer main and not private service lines. A main is generally described as having two or more private connections and is within public right of ways or easements.

Property Owner's Responsibility

1. **If the customer is unsure if a blockage is on the private lateral, the first call should be made to the City's Wastewater Collection Department to determine if the blockage is on private lateral or public sewer main. If determined to be on the private lateral the property owner is responsible for clearing line.**
2. The property owner should then call a plumber to inspect the private line from the house to the City's main. If an obstruction is identified or suspected, the plumber should take action to remove it from the line.
3. The property owner is required to abide by the Sewer Use Ordinance §52.34 and not discharge non-sanitary waste that can cause blockages. This includes items such as rags and disposable diapers.
4. Even though a portion of the service line is within a public right of way or easement, it is installed for the use of the customer, not the system. Therefore, its maintenance of flow and discharge capacity is the responsibility of the property owner.
5. The property owner is required to maintain trees in such a manner as to avoid root intrusion in the sewer system.
6. If an obstruction occurs or is suspected, the property owner should employ a qualified plumber to determine the nature of the problem.
7. The property owner is required to have an approved clean-out both adjacent to the building and at the right of way or easement line.

3.13 Service to Annexed Areas

Description and Need of Policy

A policy to establish the City's participation in wastewater main extensions in newly annexed areas.

Policy

In the event that an area has petitioned the City for annexation, the conditions as outlined in Policy 3.14 apply, where the developer pays the costs of service.

In the event that the City initiates the annexation and there is agreement by the affected landowners for the annexation, the Department will prepare a Plan of Service for only the developed area within the annexed area. This Plan of Service will outline how and when water and sanitary sewer service will be provided. This plan of service will be incorporated into updates of any existing master plans.

The Department's obligation will be based on the level of development in the annexed area, and will follow those guidelines in Policy 3.14.

Fees or Costs

As determined by level of development and who initiates annexation.

Additional Comments

The City needs to weigh the full impact to provide services to annexed areas. While a benefit may be realized by tax supported services, rate supported services may, in fact, be subsidizing the annexation program.

Contact City Engineer

Telephone Number (270) 824-2187

3.14 Main Extensions

Description and Need of Policy

A policy to establish policy with regards to wastewater system expansion.

Policy

Extensions Within Existing Developed Areas of the City

The City will extend wastewater mains within the existing developed areas (built-out, not just platted) along accepted streets and easements within the corporate limits of the City where economically feasible or where there exists a threat to public health and welfare caused by contamination of groundwater supplying private water wells, and where the City can feasibly provide sufficient funds for such extensions.

When determined necessary, wastewater main extensions shall be made a distance no greater than 100 feet at the City's expense. The City will not, however, extend wastewater mains if additional extension and service will result in the existing system's level of service being brought below acceptable standards. All extensions beyond 100 feet shall be made at the expense of the applicant seeking service. However, should the City determine that the design capacity of the line should be increased to allow service to areas other than the applicant, the City will pay the difference between the cost of the lined sized for the applicant versus the cost of the main to serve the expanded area. For such cost sharing agreements, sealed bids per the City's Purchasing Manual are required. The size of such larger main shall be determined solely by the City.

The City may connect a main or service, or extend a main from, any main previously installed in accordance with the above terms without obligation to the applicant who may have borne the expense on such previously installed main.

Any wastewater extension that is part of a Wastewater System Master Plan, duly adopted by the City Council, shall not be affected by the 100-foot limitation.

In no event shall will the City make an extension at its expense should the operating budget of the Water & Wastewater Department not have sufficient funds for such extension.

Extensions Within New Subdivisions in the City

All wastewater mains within new subdivisions being developed within the corporate limits of the City shall be installed by and at the expense of the developer.

However, should the City determine that the design capacity of the line should be increased to allow service to areas other than the applicant, the City will pay the difference between the cost of the lined sized for the applicant versus the cost of the main to serve the expanded area. For such cost sharing agreements, sealed bids per the City's Purchasing Manual are required. The size of such larger main shall be determined solely by the City.

If off-site improvements are necessary for a development to proceed, those off-site improvements shall be paid by the developer. This may include, but not be limited to, constructing additional lines, relaying existing lines with larger lines and upsizing pump stations.

The City may connect a main or service, or extend a main from, any main previously installed in accordance with the above terms without obligation to the applicant who may have borne the expense on such previously installed main.

Any wastewater extension that is part of a Wastewater System Master Plan, duly adopted by the City Council, shall be funded by the City.

Extensions Outside the City Limit

The connection to the City's wastewater system outside the City limits is governed by Ordinance §52.17, and is generally prohibited. If an exception is granted, the following terms shall apply.

All wastewater mains within new subdivisions being developed outside the corporate limits of the City shall be installed by and at the expense of the developer.

However, should the City determine that the design capacity of the line should be increased to allow service to areas other than the applicant, the City will pay the difference between the cost of the lined sized for the applicant versus the cost of the main to serve the expanded area. For such cost sharing agreements, sealed bids per the City's Purchasing Manual are required. The size of such larger main shall be determined solely by the City.

If off-site improvements are necessary for a development to proceed, those off-site improvements shall be paid by the developer. This may include, but not be limited to, constructing additional lines, relaying existing lines with larger lines and upsizing pump stations.

The City may connect a main or service, or extend a main from, any main previously installed in accordance with the above terms without obligation to the applicant who may have borne the expense on such previously installed main.

Any wastewater extension that is part of a Wastewater System Master Plan adopted by the City Council shall be funded by the City.

Contact City Engineer
Telephone Number (270) 824-2187

3.15 Fees and Other Charges

Description and Need of Policy

A policy to establish user fees for wastewater services beyond those consumption rates.

Policy

Ratepayers should have a monthly bill for collection and treatment services. Additional costs associated with the Department should be as identifiable user fees, and not imbedded within rates.

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| 1. | Design and Construction Standards Manual | \$25.00 |
| 2. | Construction Inspection after normal business hours | According to the City's Personnel Policy, including overhead cost. |
| 3. | Relocation of Facilities for Convenience | Actual costs plus overhead |
| 4. | Unaccounted Connections | In the case of discovered unaccounted connections that are used for disposal, and that normally would have a companion metered water connection, a charge will be calculated based on industry standards for the time period that the connection was in operation. A penalty of 40% <u>100%</u> will be added to this calculated bill. |
| 5. | Illegal Connections | In the case of illegal connections (i.e. in violation of the sewer use ordinance), the cost of severing the connection and any system recovery costs will be charged. In addition, both criminal and civil prosecution may be undertaken. |
| 6. | Damage to Wastewater Facilities | Cost of repair and loss revenue; punitive damages may be sought in cases of gross negligence. |

Additional Comments

Contact City Engineer

Telephone Number (270) 824-2187