Tap and Meter Policy

POLICY STATEMENT

1 ... WBUD reserves the right to install the tap where it benefits WBUD. The customer will be given the opportunity to choose where the tap goes.

2… The tap must be marked with a wooden stake. The wooden stake must have the word, "Water" wrote on the stake. The wooden stake must be placed approximately five (5) to ten (10) feet off the edge of the road.

3… All flowers, bushes, trees, landscaping, etc… that are in the way of installing or maintaining service are not the responsibility of WBUD and therefore WBUD will not pay for damages.

4… The Customer ***must*** install a shut-off valve/hand valve on their side of the meter. The valve must be located at or near the meter, but in all cases, no further than five (5) feet from the meter and must meet paragraph 5 of this policy.

5… WBUD will install the tap, meter, and box. Only WBUD equipment shall be installed inside the box. All equipment that belongs to the customer shall be installed outside of WBUD's box. Customer's equipment may include, but not be limited to the following:

1. Pressure Reducers
2. Shut-off Valves (Customer Provided)
3. Backflow Devices
4. Other equipment that does not belong to WBUD

Taps made after August 1, 2009 will have a shut-off valve installed on the customer's side provided by WBUD and will be located in WBUD's meter box.

6… If WBUD's box is removed by anyone other than WBUD, the box is to be placed back over the meter, with the meter centered in the box.

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7… If additional equipment is required by WBUD and to be installed by the customer, that must be installed and meet WBUD policy, State Regs, AWWA, USC, NFPA, local plumbing codes and any other codes required.

Inspections

8… WBUD will inspect WBUD's box and plumbing and the customer side of the box/meter to make sure it meets paragraph 4, 5, 6, and 7 of this policy.

9… The linesetter/meter will be locked by WBUD after install to insure the customer follows WBUD policy. After the inspection and it meets WBUD policy, WBUD will then unlock the linesetter/meter and activate the service to the premises.

10… The customer will notify WBUD two (2) to three (3) working days prior to the customer needing inspection. WBUD will only inspect a maximum of two (2) times, before a re-inspection fee will apply.
See "Schedule of Rates and Charges"

Timeline for installation of Taps

11… Taps are defined by the following:

a.) Regular Taps (¾" and 1")

- a. The timeline will be from three (3) to four (4) weeks after customer has paid, completed paper work, and put wooden stake out.

b.) Emergency Taps (¾" and 1")

- a. The timeline will be from three (3) to five (5) days after customer has paid, completed paper work, and put wooden stake out.
- b. An emergency tap will be a customer without water may include, but are not limited to:
  - i. Muddy water
  - ii. No water
  - iii. Extenuating condition or circumstance

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c.) Drought and Water Shortage Taps (¾" and 1")

a. WBUD has the right to limit where taps can be installed and the time frame.

b. This will be a case by case decision.

d.) Material Shortage (¾" and 1")

a. Not in stock or due to ration by the manufactures.

b. Will be made at the earliest convenience of WBUD.

e.) Taps 2" and greater

a. The timeline will be on a case by case basis. It could take up to three (3) to four (4) months, depending on meter size, and availability, meter pit size and availability, and other materials to install tap.

f.) Taps on State Highways that require a State Permit may take up to eight (8) weeks or longer, depending on the State of TN DOT.

12… Customers must install a shut-off valve on their side of the meter. This valve must be installed at the water meter, meeting the requirements of this policy.

When a customer calls during regular business hours to have the water shut-off for any reason, WBUD will turn off the valve at the meter on WBUD's side and lock out the meter. Water will not be reinstated to the premises until the customer has installed a shut-off valve on their side of the meter, see paragraph five (5) of this policy for placement of valve. Water service will only be reinstated during regular business hours only.

When a customer calls after hours, weekends, holiday's, etc… to have the water shut-off for any reason, WBUD will turn off the valve at the meter on WBUD's side and lock out the meter. Water will not be reinstated to the premises until the customer has installed a shut-off valve on their side of the meter, see paragraph five (5) of this policy for placement of valve, and the customer will be billed an after hours Non-Refundable service charge that will be due 30 consecutive days from the date of the invoice. Water service will only be reinstated during regular business hours only.

When a customer signs up for water service on an inactive account, the customer will have to install a shut-off valve on their side of the meter, see paragraph five (5) of this policy for placement, before water is turned on.

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If water service has been shut-off because a shut-off valve was not installed, the customer will have to install a shut-off valve and pay another Non-Refundable Service Charge before water service being restored to the premises.

Paragraph 12 of this policy takes effect on August 12, 2011.

13… WBUD has the authority to request the following when a "Customer" signs up for service, but not limited to the following:

c) Rental Agreement
d) Deed
e) Property Tax
f) Proof of ownership

14… WBUD has the authority to size all water meters 1 inch or greater. For water meters greater than 1 inch, the customer or future customer must show the flow requirement in gallons per minute needed for proper water meter sizing. Calculations may be required to be certified by an Engineer or an Architect.

15… Water Taps or services installed by "Developers" are considered unpaid water taps. The initial customer must pay a "Water Tap Fee" to get service with WBUD, See "Schedule of Rates and Charges." The process for water service will be treated as a new water tap.

16… WBUD will have up to (4) four business days to turn on a water service on subsequent Customers after the "initial customer" and the subsequent customer has completed all required documentation (paper work) and paid all fees (See Schedule of Rates and Charges).

17… Customers wanting to sign up for service at WBUD's main office during regular business hours must arrive by 3:15 p.m. est. to allow enough time to complete the process of signing up for service. WBUD may deviate from this policy when signing up customers for new projects.

Strict interpretation of this policy may be deviated by/from General Manager.

Adoption Date: May 11, 2017

Effective Date: May 11, 2017

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