**CITY OF MADISONVILLE**

**POLICIES and PROCEDURES**

***of the***

**WATER DISTRIBUTION DEPARTMENT**

Adopted- June 16, 2003

Updated-July 2019

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**2.1 Use of Public Water Supply**

**Description and Need of Policy:**

A policy to define the beneficial use of potable water from the public water supply of the City.

**Policy:**

Though water is a renewable resource, it is not an infinite resource. The availability of potable water is even more restrictive.

The City provides water to various customers for various uses. Because of its finite value, the City must establish a priority rating for each use.

1. Life sustaining uses, such as hospitals, followed closely by private human consumption shall be the first priority of the City’s water system.
2. Property fire protection shall be second priority.
3. Manufacturing, restaurants, laundromats. And agriculture uses for livestock shall be third priority.
4. Agriculture uses for crops shall have fourth priority.
5. Among the last to be given priority for water supplies shall be ornamental irrigation, street sweeping, recreation, and cosmetic or esthetic uses such as car washes.

During time of declared water shortages, the above priority list will be used to curtail water use.

The Engineering Dept. will draft a Water Conservation Ordinance for consideration by the City Council.

**Fees and Costs** None.

**Additional Comments:**

**Contact:** City Engineer

**Telephone Number:** (270)824-2187

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**2.2 Design and Construction standards Manual**

**Description and Need of Policy:**

Because construction and expansion of the water 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 Dept. shall promulgate design and construction standards for the City’s water distribution 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.

**Fees and Costs:**

The Design and Construction Manual shall be sold at $25.00 to recover printing costs.

**Additional Comments:**

**Contact:** City Engineer

**Telephone Number:** (270)824-2187

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**2.3 Relocating or Adjusting of Water Facilities**

**Description and Need of Policy:**

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

**Policy:**

Water facilities are generally located within road right-of-ways. In cases where a water facility is located on private property, such facility shall be located in a 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 water facilities unacceptable, a request for relocation may be made to the City. This will include mains and meters 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 water facilities the City considers to be unsatisfactory may also be moved to a more suitable location on the City’s initiative.

**Fees of 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:** Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.4 Application for Water Service**

**Description and Need of Policy**

Policy to establish types of water services and the conditions that those services will be provided.

**Policy**

Persons desiring water service shall make application to the City, in writing, upon forms provided by the City. The application shall state fully the use to which the water is to be applied 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 for metered water used, the owner shall make application in accordance with the provisions of the Rules, Rates and Charges of the Madisonville Municipal Utilities.

**A plumbing permit number is required before a new service and meter will be installed.**

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

**Fees and Costs**

Tap fees shall be reviewed each year on or near July 1, and adjusted accordingly.

Current costs for a standard service installation, assuming there is a water main of sufficient size abutting the property, as of **\_\_\_\_\_\_\_\_\_\_\_\_\_\_** are:

**3/4-inch Service** Short-side $ 700.00

(5/8”x 3/4” meter, up to 60 ft. Copper) Long-side $ 700.00

**1-inch Service** Short side $ 1000.00

(1”meter, up to 60 ft. Copper) Long side $ 1000.00

**Any size larger**  Actual Cost

If the city is required to traverse an existing street, by excavating or otherwise, to make any such connection, the reasonable cost of street repairs shall be charged and collected in addition to the appropriate connection fee. Madisonville Municipal Code **§52.12(B)©.**

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A “short side” service is where the main is on the same side of the road (or no further in the road than the road’s shoulder) as the subject property. The applicate will be responsible for restoration of their property due to service installation.

A “long side” service is where the main is on the opposite side of the road (or within the roadway’s normal driving area, requiring cutting or boring under the roadway) as the subject property. The applicate will be responsible for restoration of their property and the City will restore the property on the opposite side of the roadway.

**Large Taps** (Fire Sprinkler, Main Ext.)

Customer provides or covers the cost of material

(Tapping Sleeve, Tapping Valve and Valve Box) Tap Fee $ 750.00

Customer responsible for restoration of the property after to tap.

**No one other than Madisonville Water Dept. shall make any tap in our system unless prior approval has been given.**

**On large taps, the main will be disinfected with a minimum of 50 ppm of chlorine and maintain at least 25 ppm after 24 hours. This will be checked by the Madisonville Water Dept. and then sampled by the same with the customer responsible for the cost of the samples plus a service fee.** (Charged per fee schedule)

**Additional Comments**

“Standard Service” (charged per fee schedule) is defined as:

1. Typical residential subdivision or rural road where the main fronts the lot and the road is a simple 24-foot wide two-lane;
2. Larger size metered or unmetered connections that do not require a line larger than 2-inch diameter to be constructed under a simple 24-foot two-lane road.

“Non-Standard Service” (charged as actual cost) is defined as:

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1. Any connection larger than 2-inch diameter that requires crossing a roadway;
2. Any connection that requires construction in the roadway.
3. A crossing beyond that of a simple 24-foot wide two-lane road, such as a state highway;
4. Sprinkler connections where the main is on the far side of the road.

The City is constrained by both State rules and its own desire for additional services not to adversely impact exiting customers. There is a limit to the number and type of services that can be places 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.”

The KDEP, restricts the instillation of fire hydrants to lines 6-inch or larger, and requires the system maintain 30 psi at the meter for all operating conditions that may exist for any given line, including fire flows.

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

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**2.5 Water Meters**

**Description and Need of Policy:**

A policy to establish the number, ownership, use, and maintenance of water meters.

**Policy:**

Each customer will be supplied water through a separate water meter.

Where a building under one ownership has a number of apartments or business, each apartment or business shall be considered an individual customer and shall be served by a separate water meter. Where a building has multiple ownership, each unit shall be considered an individual customer and shall be served by a separate water meter.

For existing customers operating multiple units metered by a single meter, there shall be, in addition the consumption bill computed in accordance with the rate schedule, a separate charge (minimum) per unit to account for the City’s declining block rate structure.

Developer installed service connections will stop at the curb stop and meter box. All meters and meter settings must be accessible at all times and not covered with rubbish or material of any kind.

The City will adjust the grade of the meter and meter box at the time of installation. Any additional adjustments required because of grade change will be done by the City at the expense of the customer. This additional adjustment can be at either the customer’s request or the City’s initiative.

**Fees or Costs:**

Adjustment of meters to grade due to the customer changing the grade after initial installation will be accomplished by the City and the customer shall pay the actual costs.

**Exceptions to Policy:**

Existing buildings or customers that have a single master meter will not be required to retrofit. However, changes to the building or site plan that present an opportunity to comply with this policy will be addressed as those situations arise.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone:** (270)824-2140

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**2.6 Customers Not to Supply Water to Others**

**Description and Need of Policy:**

A policy to ensure that all water use is properly allocated and accounted for by the City. The two scenarios that this is directed to are:

1. Those who would provide water via inter-connection between building in a non-standard and non-emergency situation to avoid City charges;
2. Those who have established or try to establish an unauthorized utility franchise within the service area of the Madisonville Water System.

**Policy:**

Customers shall not supply water or allow water to be transported to other premises without the consent of the City. Madisonville Municipal Code **§52.02©.**

Water facilities within the service area of the Madisonville Water System are considered the property of the City of Madisonville up to, and including the meter or sprinkler system indicator valve. Ownership of lines by private parties, with the intent to alter the Madisonville Municipal Utilities’ role, is prohibited. The City of Madisonville has sole operational, connection, and extension authority on water mains that have been, or that are planned to be, constructed by private parties, and maintained and operated by the City.

**Exceptions**

* Bulk sales by water haulers that provide water to cisterns.
* Water main testing.

**Additional Comments:**

**Contact:** Water Treatment Superintendent

**Telephone Number:** (270)824-2145

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**2.7 Unmetered or Unauthorized Service**

**Description and Need for Policy:**

A policy that establishes the conditions of allowable unmetered water service and penalties for unauthorized water service.

**Policy:**

For standby fire protection services, such as fire hydrants, unmetered connections to the water system is permitted and will be considered the normal system configuration. All other uses of unmetered water, theft of water of unmetered connections, are prohibited.

Madisonville Municipal Code **§ 52.02©.**

**Fees of Costs:**

A readiness-to-serve charge per sprinkler head shall be assessed for sprinkler systems, whether metered or not.

In the case of discovered unmetered connections that are used for consumption, and that normally would have metered connection, a charge will be calculated based on the industry standards for the time period that the connection was in operation. In addition to payment for estimated consumption, a penalty of 100% of the estimated consumption 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.

**Additional Comments:**

**Contact:** Utility Office Manager

**Telephone Number:** (270)824-2102

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**2.8 Landscape/Irrigation Water Service**

**Description and Need of Policy**

A policy to establish the priority of water connections used for ornamental landscape, and the conditions that such connections are permitted.

**Policy**

As identified in Policy 2.1., Use of Public Water Supply, above, among the last identified uses to be given priority for water supplies are ornamental irrigation. Due to this, use of potable water for ornamental irrigation (including lawn irrigation) is discouraged.

When requested, an assessment of water capacity in the area for current and future needs will be made, with high consideration given to uses of high priority. If there is capacity, an additional service established solely for irrigation will be provided.

Inspection of the plumbing system to insure proper routing of this secondary service will be required. Also, an approved backflow prevention device must be installed and maintained by the customer.

In the event a use of higher priority requires the capacity of the water system, use of the secondary service will be prohibited until further notification. This will be administered on a “last connected, first disconnected” basis. There will be no refund of the connection fee in this event.

Sanitary sewer charges will not be charged for water that is used for this secondary connection, unless the water use for irrigation is part of a greenhouse that drains to a sanitary sewer.

**Fees and Costs**

Standard attachment fee.

Billed monthly at standard water rate without sewer charges.

**A plumbing permit number is required before a meter can be set on a secondary service.**

**Additional Comments**

Service will be through a unique and separate connection to the main; secondary services connected to the existing service will not be permitted. (Deduct Meters)

**Contact** Water Distribution Superintendent

**Telephone** (270)824-2140

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**2.9 Sub-Meter Use and Adjustment**

**Description and Need of Policy**

A policy to establish an adjustment to more accurately reflect the amount of use of the wastewater system.

**Policy**

As identified in the Madisonville Municipal Code **§52.16©**, this policy establishes the most equitable, accurate and feasible method of ascertaining and measuring use of the facility and service of the city sewers and designation of a charge of such use is by basing sanitary sewer service rates and charges on the quantity of water supplied to a stated premises of the respective sewer user may be achieved by establishing a minimum monthly sewer charge and fixing the amount of the monthly sewer service charge at a stated percentage of the monthly water bill rendered to the same premises. Rates and charges for such use and service shall be subject to finding of fact. An agreed upon contract shall be signed by both the City and the customer before this can take effect.

Any sub-meters that is to be put in for sewer credit should be approved in advance of installation by the City. If the meters is to be part of monthly billing they should be compatible with our Itron remote reading system or a service charge will apply. Meters that aren’t compatible with our Itron system shall be tested annually for accuracy and results provided to the City. This will be done at the owners cost with proper backflow prevention to protect potable water. The owner will be responsible for all maintenance to the meters and assemblies.

1. The City must have clear and safe access to meters.
2. Upon request the City reserves the right to require the owner to calibrate any meter which exhibits inconsistencies or unexplained fluctuations in its reported meter readings. If unable to calibrate, the meter shall be replaced in a timely manner. Failure to resolve the issue could result in loss of sewer credit.
3. Any attempt to manipulate or by pass the meter will result in loss of sewer credit.
4. The City reserves the right when defective meters are found to use prior usage data to determine lost revenue and recover said revenue.
5. All changes made to the system must be approved by the City before the work is done to receive credit.

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**Definitions:**

**Primary Water Meter** - Single meter owned by the City, measuring the volume of water in 1,000 gal. units entering the facility.

**Sub-Meter** - There are three types, a **deduct or make-up**, **adduct or blowdown** and a **sewer meter**. These meters are owned and maintained by the customer.

**Deduct or Make-Up Meter** - A meter used to measure the volume of water to deduct from billed sewer charge in 1,000 gal. units.

**Adduct or Blowdown Meter** - A meter used to measure the volume of water to add back to the sewer charge in 1,000 gal. units.

**Sewer Meter** - A meter used to measure the volume in 1,000 gal. units that leaving the facility and entering wastewater system

**Fees and Costs**

The customer is responsible for all cost, meter, installation and maintenance.

If meter is not adaptable to remote read capabilities a service charge for monthly reading will be applied as follows:

Exterior Meters: $ 5.00 per meter, per month

Interior Meters: $ 15.00 per meter, per month

**Additional Comments**

**Contact** Water Distribution Superintendent

**Telephone Number** (270)824-2140

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**2.10 Leak and Catastrophic Leak Policy**

**Description and Need of Policy**

A policy to establish the method and frequency in which credit will be issued for leaks.

**Policy**

**Leaks**

Customers shall be allowed 2 leak adjustments per year, the average consumption over the last 12 months will determine their sewer usage and all water that passes through the meter shall be charged.

If a leak runs between billing cycles, affecting 2 bills this will still be considered 1 adjustment.

**Catastrophic Leaks**

The leak should be at least: **5** times the normal usage for averages **15** units and under.

**3** times the normal usage for averages **15** units and above.

**1** credit per **5** year period.

**Proof of repair:** Bill from plumber, receipt for parts.

**Location and nature of leak.**

**Customer in good standing with MMU.**

**Ineligible Examples**

**of Catastrophic Leaks**

Repair done without proof.

Leaking toilet or faucet.

Hose or sprinkler left on.

Adjustments will be based on the previous 6 months average. All the sewer overage and 50% of the water overage will be credited after the leak has been repaired and proof submitted and approved.

**Additional Comments**

**Contact** Water Distribution Superintendent

**Telephone Number** (270)824-2140

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**2.11 Water Meter Testing**

**Description and Need of Policy:**

Water meters are mechanical devices. Like any mechanical device, wear abuse and corrosion of a water meter can cause errors.

This is to establish the parameters that would cause a meter to be tested, the acceptable limits of the water meter, and what action should be taken after a meter is tested.

It should be noted that in most cases, a water meter will under register over time due to normal wear.

**Policy:**

Should a customer question the accuracy of a water meter’s registration, the customer may request that the meter be tested. The customer may make the request either in writing or orally to the City. The customer may be present when the meter is tested. The charge for testing a meter is indicated in the Schedule of Fees and Other Charges of this document.

If the meter is found to register in excess of any of the accuracy limits of the applicable AWWA standard, which are made part of this document by reference, the testing fee shall be refunded and an adjustment shall be made by the City based whether the meter is measuring under or in excess of the actual volume.

**Fees or Costs:**

If a meter is found to be defective, the bill will be determined by computing the average of six (6) previous monthly billings. Due consideration will be given to any abnormal monthly usages which may have occurred during such six month period. If the customer’s meter stops prior to six months usage, or the account is less than six months old, the bill will be estimated by the City.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone:** (270)824-2140

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**2.12 Damage to Water Meter**

**Description and need for Policy**

This policy establishes the responsibility and liability of others towards City Property.

**Policy**

The customer is expected to take reasonable care of Madisonville Water Dept. equipment located on his/her premises unless occasioned by causes beyond his/her control, and shall net permit anyone who is not an employee of the Madisonville Water Dept. to remove or tamper with equipment.

If a City owned water meter is damaged due to an act by a customer, through negligence or abuse, the customer shall be responsible for the repairs and/or replacement.

Madisonville Municipal Code **§ 52.03©**

**Fees and Costs**

1. The customer shall be charged for damage to a meter due to freezing. The meter shall be repaired and/or replaced once during any 12 month period at the then set rate. Subsequent damage to a repaired meter or its replacement during the same fiscal year shall be repaired and/or replaced at 1.5 times the then set rat
2. Water meters damaged by customers attempts to thaw, alter, or change the meter readings in any way, shall be replaced by the Water Dept. and the customer shall be charged for the cost of a new meter plus a service charge for removal of the damaged meter and installation of the new meter.
3. The customer shall be charged for damage to the remote read-out cable when caused by the customer’s carelessness, negligence, animals or attempt to alter the remote read-out. Whatever protective measures are under taken by the City shall be done at the customer’s expense.

The customer will be billed, and such bill will be paid within thirty days, otherwise the unpaid bill will be added to the customer’s utility bill. An estimate based on average usage will be made and added to their repair cost.

**Additional Comments**

**Contact** Water Distribution Superintendent

**Telephone Number** (270)824-2140

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**2.13 Shut-off Valve**

**Description and Need for Policy**

A policy to ensure both the protection of the City Property (meter set) and provide redundancy shut-off capability in an emergency. Madisonville Municipal Code **§ 52.03©.**

**Policy**

A water shut-off valve must be installed within the plumbing system of each dwelling or business for use in case of an emergency by the customer.

The valve or valves installed as part of the water meter set is **not** for use by the customer, but is owned and operated solely by the City.

The property owner for new construction is required to have a shut-off valve installed adjacent to the building or inside the building.

When the plumbing of a property is modified through expansion or renovation, the property owner is required to have a shut-off valve installed adjacent to the building or inside the building.

**Fees or Costs**

The water shut-off valve is to be installed at the customer’s expense.

Any unauthorized use of City shut-off valves resulting in damage, the customer will be charged for the repair or replacement of shut-off valve.

1. The customer shall be charged for damage to a shut-off due to freezing. The shut-off shall be repaired and/or replaced once during any 12 month period at the then set rate. Subsequent damage to a repaired shut-off or its replacement during the same fiscal year shall be repaired and/or replaced at 1.5 times the then set rate.
2. Shut-offs damaged by customers attempts to thaw a frozen meter or water line, shall be replaced by the Water Dept. and the customer shall be charged for the cost of any and all materials plus a service charge.
3. Shut-offs damaged by customers attempts to operate the shut-off, shall be replaced by the Water Dept. and the customer shall be charged for the cost of any and all materials plus a service charge.

**Additional Comments**

**Contact** Water Distribution Superintendent

**Telephone Number** (270)824-2140

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**2.14 Discontinuance of Service**

**Description and Need of Policy:**

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

**Policy:**

The City may shut off service for the following reasons:

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

**Fees of Costs:**

The customer is liable for all costs associated with reconnecting water service. This may include, but not 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 cost, including additional account deposit.

**Additional Comments:**

**Contact:** Utility Office Manager

**Telephone Number** (270)824-2102

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**2.15 No Guarantee of Pressure and/or Supply**

**Description and Need of Policy:**

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

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

**Policy:**

The City does not guarantee any fixed pressure or a continuous supply of water. In the event of breaks in mains, service lines, pumping machinery, reservoirs, or loss of electrical power, the water may be shut off without notice and the City shall not be liable for any damages, which may have arisen therefrom.

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

**Additional Comments:**

**Contact:** City Engineer

**Telephone Number:** (270)824-2187

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**2.16 Responsibility for Property of Customer**

**Description and Need for Policy:**

A policy establishing the limits of the City’s liability for water 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 damage incurred by water delivered through a water meter, such as broken water lines, flooding, *et cetera*, caused by valves left open at the time a meter was installed. The City will take precautions during installations, such as waiting until a meter stops registering, indicating a tank was filling, before leaving the water meter on. In the event the water meter does not stop registering over a two minute period, the water meter will be turned off until the customer is at home.

In high pressure areas in the City’s distribution system, it shall be the customer’s responsibility to install and maintain a pressure regulating (reducing) valve on the customer’s service line and pressure and temperature pop-off valves on the water heater. Any damage sustained by such equipment shall not be the City’s responsibility.

Customers, especially those in house trailers or double-wide trailers, are encouraged to install check valves at their water heater fill lines to help ensure water will not drain out during loss of pressure in the City’s system. In the event of loss of pressure in the City system, which may cause the back drainage of water heaters, the City will not be liable for damages caused by subsequent overheating of water heaters.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.17 Responsibility for Damages to Customer’s Water Line**

**Description and Need for 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 water 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 water 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 cases 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.

**Exceptions to Policy:**

The City must receive actual or constructive notice of the defective condition with sufficient time to amend.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.18 Responsibility for Property of City**

**Description and Need for Policy:**

The City has water facilities through Hopkins County. These facilities must be protected for the sake of the City and the wellbeing of the City’s water customers. This policy establishes the responsibility and liability of others towards City property.

**Policy:**

All persons that encounter the City water system shall be liable for damages their actions may cause. This includes from the source (Pond River and its watershed) through treatment, transmission, storage, and distribution.

The city is a member of ***Kentucky 811-Call before You Dig****.* When excavation iscontemplated,telephone calls to ***Kentucky-811*** are required to establish locations for underground facilities. Failure to give prior notice for underground facility locations shall be considered negligence and costs of repairs for damages will be due.

Willful damage to water facilities will be considered gross negligence and costs of repairs for damages will be due and punitive damages may be sought.

**Fees or Costs:**

Cost of repairs and lost water, punitive damages may be sought in cases of gross negligence.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.19 Use of Fire Hydrants**

**Description and Need for Policy:**

A policy establishing the use of City owned fire hydrants.

**Policy:**

Fire hydrants are installed for fire protection, not for convenient water supply outlets for other uses. Fire hydrants shall only be operated by fire depts. and Water Dept. personnel.

Madisonville Municipal Code **§52.03©.**

When fire hydrants are operated, they shall be opened fully and not throttled via the operating valve; a separate valve on the fire apparatus shall regulate flow. Fire hydrants shall only be operated by an approved fire hydrant wrench/spanner. The use of pipe wrenches or any non-standard wrench is strictly prohibited and costs for repairs will be assessed.

Any issue with a fire hydrant during operation shall be reported to the Water Dept. for preventive maintenance.

Water used for firefighting purposes shall be estimated bases on an agreed formula developed with the Fire Department(s) that utilize water from the Madisonville water system to allow for proper accounting of water used. Water for fire protection is not billed, except for sprinkler systems, as provided in Madisonville Municipal Code **§ 52.11©.**

Surrounding Fire Departments that utilize water from the Madisonville water system shall provide a monthly accounting of all water used and indicate how much was for fire protection. When there is no emergency situation Fire Districts shall notify the Madisonville Water Dept. before opening any fire hydrant(s). Failure to do so could result in charges for use.

Those with private fire loops tied connected to the Madisonville water system should also provide an accounting of all water used in fire protection, flushing of testing of equipment. In the event of planned flushing the Madisonville Water Dept. shall be notified in advance of said flushing. Failure to do so could result in charges for use.

**Additional Comments:**

**Contact**  Water Distribution Superintendent

**Telephone Number** (270)824-2140

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**2.20 Fire Hydrants-Inside Corporate Limits**

**Description and Need for Policy:**

A policy to establish ownership of fire hydrants inside corporate limits.

**Policy:**

All fire hydrants inside the corporate limits of the City shall be maintained by the City’s Water Department.

It will be the responsibility of the Water dept. to maintain a flow schedule as well as routine painting, cap thread and stem lubrication of all fire hydrants. The Water Dept. shall maintain a monthly log of each fire hydrant flow tested. The Fire Department shall furnish to the Water Dept. flow data from actual fire events.

Fire hydrants shall be installed within the corporate limits at such locations as jointly approved by the Fire Chief and the Water Distribution Superintendent and as funded within the fire Department’s budget, or as may be established by a system wide capital improvement program by the City.

**Fees or Costs:**

The City shall be charged an annual amount per fire hydrant, as shown on the Schedule of Fees and Other Charges, Policy 30.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.21 Fire Hydrants-Outside Corporate Limits**

**Description and Need for Policy:**

A policy to establish the ownership, maintenance, and operation responsibility and authority of fire hydrants outside the corporate limits of the City, but within the service area of the City’s water system.

**Policy:**

The City may install fire hydrants outside the corporate limits where lines exist that will provide adequate fire flow. The fire hydrants will be installed at the customer’s expense and shall become the property of the City. The size and type of fire hydrant shall be determined by the Water Distribution Dept.

All fire hydrants outside the corporate limits of the City and within the service area of the City’s water system shall be maintained by the City’s Water Distribution Dept.

Fire hydrants installed outside the corporate limits shall be at locations established by the Water Distribution Superintendent and as funded by developers or as may be established by a system wide capital improvement program by the City and/or County.

**Fees or Costs:**

For fire hydrants outside the corporate limits, Hopkins County shall be charged an annual amount per fire hydrant, ass shown on Schedule of Fees and Other Charges, Policy 30.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.22 Fire Hydrants and Fire Lines-Private Ownership**

**Description and Need of Policy:**

A policy limiting ownership of fire hydrants.

**Policy:**

Effective the date of these Conditions of Service, installation of privately owned fire hydrants on the City’s water system is prohibited. Owners of previously installed fire hydrants may elect to pay an annual inspection charge per hydrant as prescribed in the Schedule of Fees and Other Charges, Policy 30, or transfer ownership of fire hydrants and appurtenances, along with the necessary dedicated easements, to the City. The fire hydrants and appurtenances, must meet all of the City’s specifications and standards to be accepted.

**Fees or Costs:**

Annual inspection charge per hydrant as prescribed in the Schedule of Fees and Other Charges, Policy 30, for fire hydrants previously installed that the owner wats to retain ownership.

**Exceptions to Policy:**

This section shall not apply to any private fire system:

* That is metered, should any exist on the water system.
* That has fire hydrants on the discharge side of a private fire pump station.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone Number:**  (270)824-2140

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**2.23 Main Line Valves**

**Description and Need for Policy:**

A policy establishing the use of main line valves in the distribution system.

**Policy:**

Valves are installed in the system to enable the Water Dept. to regulate the flow of water in case of need, to directionally flush the water mains and to shut the main down in case of emergency situations. The valves shall only be operated by City of Madisonville Water Dept. personnel. Madisonville Municipal Code **§52.03©.**

The unauthorized operation of a main line valve shall be reported to the Madisonville Water Dept. immediately as this could cause serious issues in the distribution system. Anyone that operates a valve without authorization shall be liable for all damage to the valve and the distribution system.

**Fees and Costs:**

The cost of repairs to the valve and any labor incurred plus the estimated water loss due to flushing to correct any problems incurred.

**Additional Comments:**

**Contact:**  Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.24 Cross Connections Prevention**

**Description and Need of Policy:**

To protect the integrity of the potable water supply, certain classes of commercial and industrial water customers, and all fire protection lines, shall be fitted with devices that prevent the reintroduction of water which potentially could contain contaminates back into the public water system.

**Policy:**

All commercial and industrial customers shall install an approved cross connection control device by a mechanical contractor at a level and location to be easily accessible for the inspection and maintenance, a height not less than two feet (2) above the floor and not more than five feet (5) above the floor. The control device shall not be placed in a pit nor outside.

Wholesale customers purchasing water from the City shall have a double check valve assembly.

These devices are required to be tested annually by an individual certified by the Bluegrass Cross-Connection Program. Backflow preventers with a history of failure or located on premises where failure could constitute a serious threat to public health may be required at more frequent intervals as determined by the City. A copy of all results from testing shall be sent to the Madisonville Water Dept. as well as any and all repairs or replacements that have been made.

**Auxiliary water supply**-Any customer that is also supplied by any means other than the Madisonville Water System shall have a double check valve assembly at the City’s meter. This could be a surrounding Municipal System, Water District, well, lake, or spring water.

**Additional Comments:**

**Contact:** Cross Connection Prevention Officer

**Telephone:** (270)824-2191

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**2.25 Supply of Steam Boilers or Pressure Vessels**

**Description and Need of Policy:**

To help protect the integrity of the potable water supply, protective measures with regard to steam boilers is required.

**Policy:**

In no event shall a steam boiler or other pressurized vessel be supplied directly from a water main of the city. There shall be a make-up tank or other receptacle with an air-gap to atmosphere 2 x the diameter of the fill line between the boilers/pressure vessels and the public water system and the boilers/pressure vessels shall take their supply from this tank.

**Fees or Costs:**

Cost of make-up tank.

**Additional Comments:**

**Contact:** Cross Connection Prevention Officer

**Telephone Number:** (270)824-2191

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**2.26 Swimming Pools**

**Description and Need of Policy:**

To establish proper procedures for filing swimming pools.

**Policy:**

All swimming pools shall be filled through a metered connection.

To protect the integrity of the fire hydrant system, fire hydrants are not permitted to be used for filling swimming pools (see Policy 19, Use of Fire Hydrants).

Any swimming pool filled without benefit of a metered connection shall be measured, its volume calculated, and a bill for water use issued to the pool’s owner.

During times of water shortages, swimming pools may not be allowed to be filled or topped-off (see Policy 1, Use of Public Water Supply).

**Fees of Costs:**

The cost for an additional meter or the cost of upsizing the existing meter.

**Additional Comments:**

If requested in writing, a one-time adjustment of the monthly sewer charge will be allowed for the initial filling activity.

Contact: **Water Distribution Superintendent**

Telephone Number: **(270)824-2140**

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**2.27 Temporary Special Services**

**Description and Need of Policy:**

A policy to establish means that a temporary water connection may be provided.

**Policy:**

The City may issue permits for the use of water for building or construction purposes, or other temporary purposes, provided the applicant pays for tapping and installation and conforms to all other requirements of the City.

The temporary connection shall be through a standard metered connection (not through meters attached to fire hydrants), and shall be installed with a standard meter box and/or frost proof hydrant with locking hasp.

If a meter is attached to a fire hydrant, it shall be removed when it is not in use, during freezing weather and the individual to whom the fire hydrant meter is issued shall be responsible for any and all damage to the meter assembly.

**Fees or Costs:**

Cost of providing service.

**Additional Comments:**

**Contact:** Water Distribution Superintendent

**Telephone Number:** (270)824-2140

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**2.28 Service to Annexed Areas**

**Description and Need of Policy:**

A policy to establish the City’s participation in water 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 29 below apply, where the developer pays the cost of service.

In the event that the City initiates the annexation and there is agreement by the affected landowners for the annexation, the City 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 service will be provided. This plan of service will be incorporated into updates of any existing master plans.

The City’s obligation will be based on the level of development in the annexed area, and will follow those guidelines in Policy 29, below.

The conditions for new service may differ in previously annexed area that have an existing Plan of Service, where that Plan of Service shall apply.

**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:** (270)824-2187

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**2.29 Main Extensions**

**Description and Need of Policy:**

A policy to establish policy with regards to water system expansion by a developer.

**Policy:**

Extensions within Existing Developed Areas of the City

The City will extend water 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 ground water supplying private water wells, and where the City can feasibly provide sufficient funds for such extensions.

When determined necessary, water main extensions shall be made a distance no greater than 100 feet at the City’s expense. The City will not, however, extend water mains if additional extension and service will result in 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 costs of the main size versus the costs 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 mains shall be determined solely by the City.

The City may connect a main or service, or extend a main from, any 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 water extension that is part of a Water system Master Plan, duly adopted by the City Council, shall not be affected by the 100-foot limitation.

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

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Extensions within New Subdivisions in the City

All water 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 costs of the main size versus the costs 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 mains 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 limited to, constructing additional lines, relaying existing lines with large lines and upsizing pump stations.

The City may connect a main or service, or extend a main from, any 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 water extension that is part of a Water system Master Plan, duly adopted by the City Council, shall be funded by the City.

Extensions outside the City Limits

All water 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 costs of the main size versus the costs 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 mains 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 limited to,

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constructing additional lines, relaying existing lines with large lines and upsizing pump stations.

The City may connect a main or service, or extend a main from, any 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 water extension that is part of a Water system Master Plan, duly adopted by the City Council, shall be funded by the City.

**Fees or Costs:**

The cost of main extensions beyond the City participation outlined above.

**Additional Comments:**

**Contact:**  City Engineer

**Telephone Number:** (270)824-2187

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**2.30 Fees and Other Charges**

**Description and Need of Policy**

A policy to establish user fees for water 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.

The government that receives the benefit should fund the fire hydrants, which cause revenue losses to a water system due to installation, maintenance, unmetered water use for fire protection and water theft.

**Fees or Costs**

1. Design and Construction $ 25.00

Standards Manual

1. Water Meter Testing:

Residential $ 35.00

Commercial To be determined based on size and type of meter.

1. Annual Fee Per Hydrant:

Inside City $ 0.00 per year

Outside City $ 0.00 per year

1. Construction Inspection According to the City’s Standard Rates,

After Normal Business including overhead cost.

Hours

1. Relocation of Facilities Actual cost plus overhead.

for Convenience

1. Unmetered Connections

Fire Sprinkler Systems A readiness-to-serve charge per sprinkler head

(Metered or unmetered) shall be assessed for fire sprinkler systems.

(To be incorporated into a future rate ordinance)

1. Illegal Connections In case of discovered unmetered connections that

are used for consumption, and that normally would

have metered connection, a charge will be calculated

based on industry standards for the time period that

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the connection was in operation. A 100% penalty will

be added to the calculated bill.

1. Illegal Connection $ 60.00 plus cost of water.

(Metered)

1. Customer Damaged The customer will be billed for the actual cost of

Water Meter or replacement, as prescribed in the schedule in

**Section 2.10**

1. Damage to Other Cost of repair and water loss;

Water Facilities punitive damages may be sought in cases of gross

negligence.

1. Landscape Meter Standard attachment fee.
2. Sub-Meter Reading

Service Charge

Exterior Meter $ 5.00 per meter per month

Interior Meter $15.00 per meter per month

1. Bac-T Testing and Bac-T sample cost plus City’s Standard Rate.

Flushing Main Extension

1. Cut-off @ customer request

(regular or after hrs.) $ 0.00

1. Turn-on @ customer

request (regular hrs.) $ 0.00

1. Turn-on @ customer

request (after hrs.) $30.00 service charge

1. Check for leak @

customers request $ 0.00

(regular or after hrs.)

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