

CUSTOMER POLICIES**DATE**

POLICY 1	NEW SERVICE, DEPOSIT FOR SERVICE, SERVICE CHARGE, AFTER HOURS SERVICE, CUSTOMER BILLING PROCEDURES, RETURNED CHECK, CUT-OFF FOR NON PAYMENT, CUT OFF FOR LEAKS, REINSTALLATION OF SERVICE (THIS SUPERSEDES AND DELETES POLICIES #2, #3, #4, #5, #6, #7, #8, #9, #10 AND #11)	2/24/2023
POLICY 12	REPLACED WITH POLICY 16 (WATER LEAK ADJUSTMENT)	3/30/2017
POLICY 13	DISCHARGE RESTRICTIONS AND SEWER USE FEES	9/12/1991
POLICY 14	YARD METERS	9/21/2000
POLICY 15	WATER LEAKS AND AREAS OF RESPONSIBILITY WHEN LEAKS OCCUR ON SERVICE LINES	10/10/1993
POLICY 16	WATER LEAK ADJUSTMENT POLICY (DELETES AND SUPERSEDES POLICY 12)	3/30/2017
POLICY 17	TEMPORARY SERVICE	2/16/2017
POLICY 18	PRIVACY POLICY	2/16/2017
POLICY 19	FULL SOCIAL SECURITY NUMBER REQUIRED	2/16/2017
POLICY 20	CUSTOMER REFUND	6/17/2025

LEWISBURG WATER AND WASTEWATER

CUSTOMER POLICY #1

Supersedes and Deletes Policies #2, #3, #4, #5, #6, #7, #8, #9, #10 and #11

OCTOBER 19, 2016

NEW SERVICE

New service will be provided after the applicant completes the application and pays all applicable charges, during regular business hours with next day service guaranteed. New service may be provided during weekends and holidays provided the applicant pays all applicable charges in cash to the "on-call" person. Applicant must complete the application by close of business the 1st business day thereafter or service will be terminated on the 2nd business day. An additional reconnection charge of \$40.00 will be charged if service is terminated prior to completion of application.

DEPOSIT FOR SERVICE

A \$100.00 deposit shall be placed with the department on ALL residential requests for service. No deposit shall be required on City, County or State of Tennessee requests.

Business service will require a deposit of \$200.00 or an amount equal to 2 months estimated usage whichever is greater.

All deposits will be placed into a separate account and interest (not to exceed 5%) credited to the customers account once annually. The deposit will be held till termination at which time uncollected charges will be applied to customer's account with balance (if any) refunded to the customer.

SERVICE CHARGE

A \$40.00 service charge will be assessed on each meter installation (new service, transfer or reinstallation). Normal installation of water service will be scheduled the next business day after application for service.

AFTER HOURS SERVICE

The department has personnel on call 24 hours a day, 7 days a week for emergency calls. We do not reinstate service after 8:00 p.m. to customers that have been disconnected for non-payment (Monday – Friday 3:30 p.m. to 8:00 p.m. weekends and holidays 8:00 a.m. to 8:00 p.m. (Bill plus \$40.00 service charge plus \$40.00 after hours charge).

CUSTOMER BILLING PROCEDURES

1. Customer will receive only one bill for water, sewer and sanitation service each month.
2. Customer has 12 days from bill date to pay bill without a penalty.
3. Cut-off date and time will be printed on bill.

All accounts not paid by cut-off date and time stated on bill will be considered delinquent.

All delinquent accounts not paid in full within 10 days of the termination date will have the meter removed. Delinquent accounts can only be written off after the written consent of the General Manager or Assistant Manager.

LEWISBURG WATER AND WASTEWATER
CUSTOMER POLICY #1 CONTINUED
OCTOBER 19, 2016

RETURNED CHECK

A \$25.00 charge will be assessed on all returned checks. The returned check must be paid in cash within 5 calendar days of the return of check. If returned check is not paid within the allotted time, water service will be terminated and the check will be turned over to the Marshall County Chancery Clerk for prosecution. Upon receipt of the second returned check within 12 months the customer will be placed on a cash only basis. Check writing privilege will be reinstated upon 15 months service without going to cut-off.

CUT-OFF OF SERVICE FOR NON PAYMENT

On first time cut-off the department will waive the \$40.00 service charge and department will mail a notice stating that customer has 5 calendar days to pay bill or service will be terminated.

On second time cut-off status, water service will be terminated without notice. A \$40.00 reconnection service charge will be paid before customer's service will be re-instated, if paid before 3:30 p.m.

CUT-OFF FOR LEAKS

The department will provide cut-off service to customers who have a leak inside their structure(s) at no charge for two (2) calls. Any additional service call(s) will require a service charge of \$40.00 per call. If leak is on city side of meter no charge will be required.

Approved by the Lewisburg Water and Sewer Board effective this date, October 19, 2016.

Bill Marsh
Board Chairman

HARRIS
Secretary

[Signature]
Board Member

LEWISBURG WATER AND WASTEWATER
CUSTOMER POLICY #13

DISCHARGE RESTRICTIONS

1. On-Site Private Wastewater Disposal Facilities - No person shall discharge untreated wastewater from on-site private sewage disposal facilities including, but not limited to, sanitary pit privies, septic tanks, and cess pools to drainage ditches or the surface of the ground. All on-site private wastewater disposal facilities shall be properly operated and maintained by the owner. Any new construction of on-site private wastewater disposal facilities shall be in accordance with State and Marshall County Public Health Department requirements.

Where a property exists within the City Limits which is not within 100 feet of an existing sewer main, the Board may require the property owner to install and/or continue to operate a private sewer system within the rules and regulations of the Marshall County and State Health Agencies. Said operations of a private system shall be at the expense of the owner.

In the event the Marshall County and/or state health agencies cannot approve a private system, either proposed or in existence, the Board may, upon payment by the owner of all costs, install sanitary sewer to the property line.

Where gravity sewer cannot at reasonable costs be made available to a building, the City may provide either a force main access, or a gravity sewer access at the property line for the appropriate fee, and it shall be owner's responsibility to install equipment to lift building sewage by approved means to such connection provided.

SEWER USE FEES

2. Fair User Charge System - User fees for discharge of wastewater to the POTW shall be based on the Fair User Charge System approved by the State of Tennessee for use by the City. The Fair User Charge Fee Schedule shall be updated annually to reflect changes in the actual cost maintaining and operating of the POTW, and the depreciation of facilities and debt amortization. The Fair User Charge Fee Schedule shall be based on an equitable distribution of the costs of "Accounting and Collecting" and "Administration and General" to all customers connected to the POTW and to each lot, parcel of land or premises which may now or hereinafter be located within one hundred (100) feet of a sanitary sewer owned by the City; and an equitable distribution of the costs of operating expenses, debt amortization and depreciation to all customers connected to the POTW based on water usages as determined by water meters owned by the City. The owner or occupant or property obtaining water from a source or sources other than through a meter of the City, which water is discharged into the POTW shall install, without cost to the City, a meter or meters to measure the quantity of water received from any such source or sources and shall pay the same rates or rates as provided in this chapter. No meter shall be installed or used for such purpose without the approval of the General Manager.

Whenever a property upon which a Fair User Charge is hereby imposed uses water for industrial, commercial, or air conditioning purposes, and does not discharge it into the POTW but, through agreement with the POTW, discharges it in some other manner, including discharging it into the City's storm sewer system, quantity of water used and not discharged into the POTW, shall be excluded in determining the sewer service charge of said owner or occupant. However, the quantity of water so used and not discharged into the POTW must be measured by a device or meter approved by the General Manager and installed by the owner or occupant without cost to the POTW. The current Fair User Charge Fee Schedule and the method used in calculating the Fee Schedule shall at all times be maintained on file by the General Manager for inspection by the public. (1985 Code, as added by ord. no. 85-1, sec. 3, as amended by ord. no. 88-12.)

Signed this 12th day of September, 1991, by the Lewisburg
Water and Sewer Board.


Chairman


Secretary


Board Member

LEWISBURG WATER AND WASTEWATER
CUSTOMER POLICY #14

Effective September 21, 2000, the Lewisburg Water and Wastewater Department will put into effect and/or revise policy #14 as follows:

YARD METERS:

1. A "yard meter" is defined as water service (not sewer) to a customer through normal procedures, whereby the city water main is tapped and service is carried to customers property with appropriate sized meter.

OR

2. Water service (not sewer) when a tap is made on city service line which serves customers standard meter. A new yard meter will be set permitting customer to use for lawn irrigation, garden watering etc.

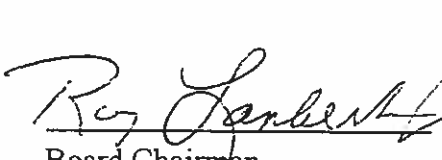
SUCH USAGE IN EITHER 1 OR 2 MUST NOT ENTER THE PUBLIC SEWER SYSTEM.

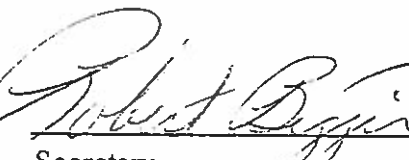
This type yard meter connection must be pre-determined to be acceptable in flow and capacity to meet the customers usage requirement.

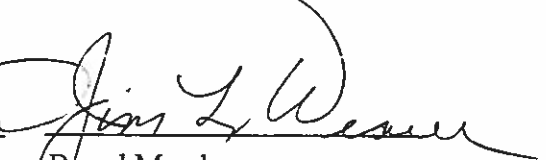
Any yard meter which is later attached to plumbing whereby water enters the sewer system will be charged regular **sewer use fees** and **Capital Contribution** in accordance to standard water tap fees.

Tap Fee:

1. Standard yard meter according to desired water tap size less **capital contribution**. Customer must have at least one existing water service. If no existing water service, then customer must pay the **capital contribution**.
2. Modified yard meter, tapping city service line which presently serves customers existing water service.
Tap Fee \$ 4000.00


Board Chairman

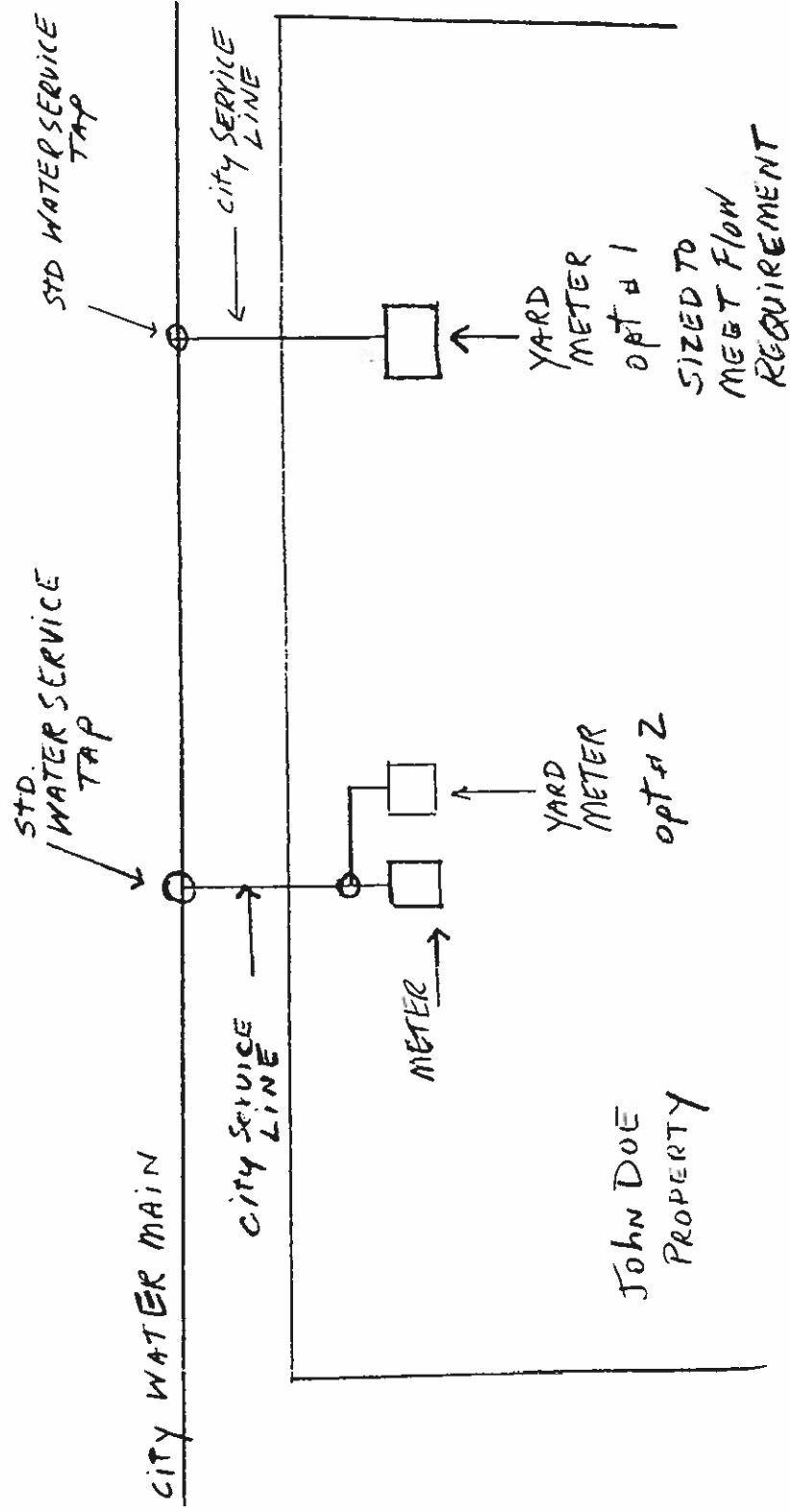

Secretary


Board Member

Revised September 21, 2000

YARD METER

OPTIONS 1 AND 2
NO SEWER USE FEES



YARD METERS ARE BILLED ON SEPARATE ACCOUNTS
WITH 2000 GALLONS MINIMUM

LEWISBURG WATER AND WASTEWATER
CUSTOMER POLICY 15

WATER LEAK ADJUSTMENTS AND AREAS OF RESPONSIBILITY WHEN LEAKS
OCCUR ON SERVICE LINES

The possibility of water leaks within a water distribution system exist daily, both for the city water utility and its customers. There is a defined area of responsibility that both parties must assume.

Adjustments for water leaks will be considered and based on the following criterion:

1. No hydrants, private fixtures of any sort shall be located inside the meter box other than authorized connections of the customer service line. All other appliances are the sole property of the water utility.
2. It shall be the responsibility of the customer to ensure proper alignment and connection of the customer service line to the city meter or fixture at the "point of connection" as shown on attached Exhibit #1.
3. Metered leaks occurring on the city side of the "point of connection" shall be properly adjusted.
4. Water leaks occurring on the customer service line beginning at the "point of connection" may be adjusted per Customer Policy #16
5. When water service is requested at service location, the city water utility shall be responsible for installing the meter in the proper place and to provide adequate pressure and flow of water only to designated "point of connection".
6. The city water utility will not make repair of the customer service line at the "point of connection" unless there is an existing connection and failure has occurred on the city fixture.
7. It will be the responsibility of the customer to ensure that proper bedding, installation, material quality and pressure characteristics of their service line are maintained whereas it would be more resistant to leaks.
8. There are times which exist when the water utility must make appliance changes both inside and outside the meter box in which contact with the customer service line would become necessary. When such conditions exist, causing modifications to the customer service line in order to make proper connection, the water utility will warrant such parts and alterations for a maximum of 12 months from the date of subject installation. Leaks occurring at the point of alterations are subject to adjustment if they occur within the warranty period. After the ensuing 12 months warranty period, maintenance of such parts will become the sole responsibility of the customer.

Effective November 10, 1993

Ross F. Beckham
Chairman

[Signature]
Secretary

Buddy W. Waley
Board Member

METRIC WATER SERVICE

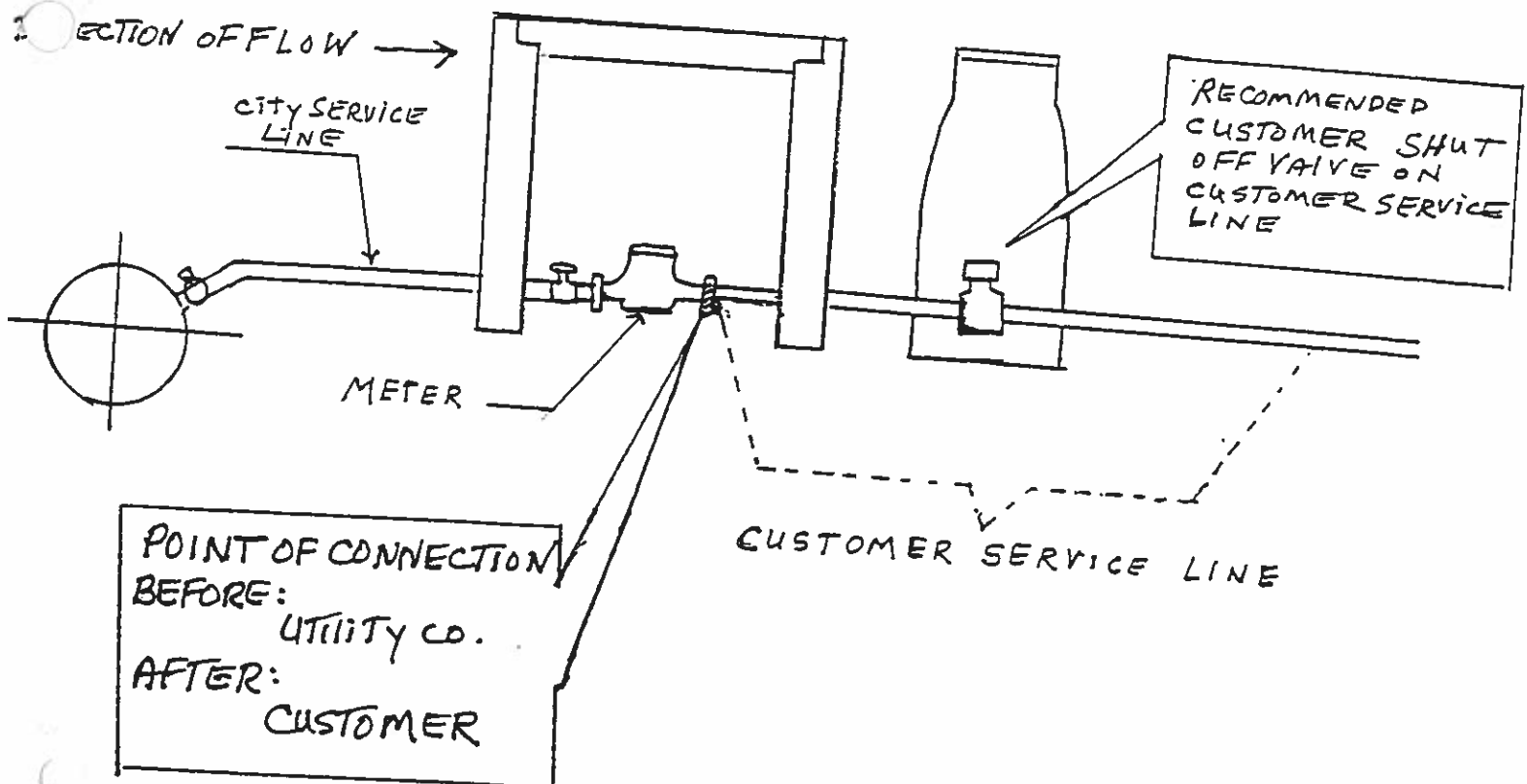
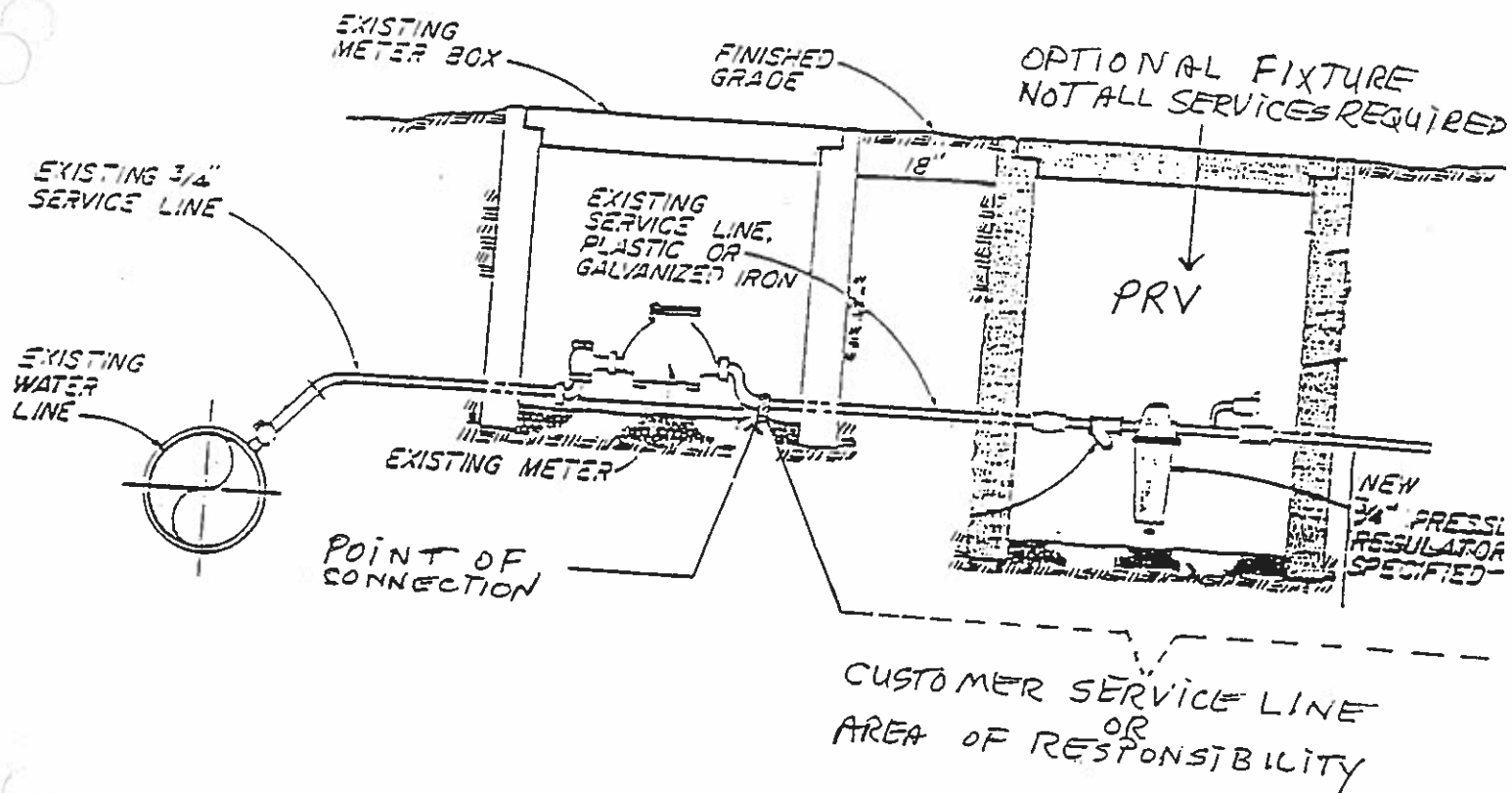


EXHIBIT NUMBER 1

LEWISBURG WATER AND WASTEWATER
CUSTOMER POLICY #16 REVISED
SUPERSEDES AND REPLACES POLICY 12

CUSTOMER WATER LEAK ADJUSTMENT POLICY

The Department realizes that certain conditions exist when metered water consumption may increase considerably due to leaks occurring on the customer's side of the "point of connection".

Adjustments to customer's bill will be authorized when the following conditions are met:

1. Customer's current water usage must exceed either the 2 times prior monthly average or 2 times minimum billing, whichever is greater (based on 15 months prior use) to qualify for an adjustment. If 15 month history includes a high usage which has previously qualified for an adjustment, that month's usage will be excluded from calculation. Usage over qualifying amount will be adjusted at 50% of the balance (including tax). All adjustments must be at least ten (10) dollars to qualify.
2. The leak must have been hidden or unobserved whereas the customer had no prior knowledge that the leak existed. (Pressure washing, watering trees/landscaping, toilet leaks will not qualify).
3. The customer must make written application/request for an adjustment, with certification that subject leak(s) has been properly repaired either by the customer or by a qualified plumber.
4. Only one (1) leak adjustment per 12 month period shall be granted by the Administrative staff. No adjustment credit shall exceed a maximum of two (2) consecutive billing periods. Additional leak requests within the same 12 months shall require the customer to appear before the Water and Sewer Board for consideration.
5. One (1) annual filling of swimming pool. Credit will be issued to sewer only. Water adjustment does not apply.
6. Payment arrangements are available to assist customer in making payment.

Effective February 10, 1994

Revised March 30, 2017



Customer Service Policy #17 (Revised)
"10 day water use policy"

Temporary service is sometimes needed for clean-up of rental properties. Lewisburg Water and Wastewater will provide temporary service under the following conditions:

1. A service charge of \$25.00 will be charged to all customers.
2. A short application will be used to give faster service. (may be given over the phone)
3. The temporary service will be allowed for a period of ten (10) calendar days maximum. Upon the eleventh (11) day if not notified earlier, a service order will be issued for a turn-off.
If service is required for more than ten (10) days, or if a consumption of 200 gallons or more is required: a standard minimum bill will be generated.
4. Regular rates will apply for any water consumption exceeding 2,000 gallons.
5. Since this is a request for short-term service no deposit will be required. If an applicant has failed to pay a bill in the past, a standard deposit will be required. Past due bills must be paid prior to water service being installed.
6. This temporary service agreement is not to exceed thirty (30) days.

Adopted this 16th day of February 2017

A handwritten signature in cursive script, appearing to read "Bill Marsh".

Board Chairman

A handwritten signature in cursive script, appearing to read "J. Harris".

Board Member

A handwritten signature in cursive script, appearing to read "J. Harris".

Board Member

This policy supersedes all policies on this subject dated prior to this one.



Customer Service Policy #18

Privacy policy – protection of customer information

Lewisburg Water and Wastewater has developed this Policy in order for customers to understand how we collect, use, and make use of personal information.

- Before or at the time of collecting personal information, we will identify the purposes for which information is being collected.
- We will collect and use personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, or as required by law.
- We will only retain personal information as long as necessary for the fulfillment of those purposes.
- We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned.
- Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up-to-date.
- We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.
- We will make readily available to our customers, information about our policies and practices relating to the management of personal information.
- Personal data will not be sold to any businesses.

We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.

Adopted this 16th day of February 2017

A handwritten signature in black ink, appearing to read "Bill Marsh".

Board Chairman

A handwritten signature in black ink, appearing to be a stylized name.

Board Member

A handwritten signature in black ink, appearing to read "HARRIS".

Board Member

This policy supersedes all policies on this subject dated prior to this one.



Customer Service Policy #19
"Full social security number required"

Lewisburg Water and Wastewater REQUIRES a complete social security number be provided by a potential customer who is desiring and applying for water and sewer service.

A legal opinion was obtained stating that a government entity, such as a utility, is well within its rights to request this before entering into an agreement to sell a product to a consumer.

This information is protected and regulated by the LWW privacy policy.

Adopted this 16th day of February 2017

A handwritten signature in cursive script, reading "Bill Marsh".

Board Chairman

A handwritten signature in cursive script, appearing to read "D. H. A.". Below the signature is a horizontal line.

Board Member

A handwritten signature in cursive script, reading "HARRIS". Below the signature is a horizontal line.

Board Member

This policy supersedes all policies on this subject dated prior to this one.



Customer Service Policy #20

06/17/2025

"Customer Refund"

Refund Eligibility

- Customers with a credit balance after the final bill will be eligible for a refund.
- Refunds will be issued via check.

Refund Processing


- Refunds are processed at the next billing cycle and issued within 30 business days.

Special Cases

- Security deposits will be refunded upon account closure, minus any unpaid charges.
- Any disputes regarding refunds must be submitted within 90 days of account closure.

Adopted this 17th day of June 2025


Board Chairman


Board Member


Board Member