

Policy and Procedure Manual

Henderson Water Utility

Subject <i>Fire Hydrant Meters</i>	Number <i>E-300</i>
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Effective Date <i>1 July 2014</i>	Revision No. <i>4</i>	Revision Date <i>10 July 2019</i>
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1.0 POLICY STATEMENT:

Fire Hydrant Meters may be made available to customers of the Henderson Water Utility (HWU) for temporary water service. They may also be used by non-HWU customers (contractors, developers and others) subject to a deposit. Temporary meters may not be used as the primary source of water for an occupied residence or building.

All usage shall be charged based upon Tier 1 in table A of the current water rates, as established in Chapter 23-21 of the City Code of Ordinances and adopted by the HWU Board and the Henderson City Commission, for all water consumed. No sewer charges shall apply to temporary water meters.

2.0 PROCEDURES:

A request for a temporary fire hydrant meter shall be made by filling out an application at the System Operations Center (SOC), 230 N. Alvasia Street, during regular business hours (7:30 a.m. to 4:00 p.m., Monday through Friday). The Henderson Water Utility will schedule the date and time of installation of the temporary meter.

When finished with the meter, the customer or a representative of the customer must call the System Operations Center (270-826-2824) and the meter will be picked up by HWU. The call must be received during regular business hours.

Any HWU equipment is the responsibility of the customer until the equipment is picked up by HWU. The customer is responsible for the replacement cost of any equipment lost or damaged while at the site.

HWU Customers: The following charges shall apply to current HWU customers requesting a temporary fire hydrant meter from Henderson Water Utility to fill residential swimming pools or irrigate lawns, gardens, landscaped areas, orchards, and similar uses.

- A. \$ 50.00 meter setting fee
- B. \$ 50.00 monthly rental charge – First 10 calendar days, no charge
- C. \$ 2.75/per 100 cubic feet for water usage (as of 1 July 2018)

Billing for HWU Customers: Payment shall be in cash, personal check, business check, certified check or money order only. Debit and credit cards will not be accepted. The meter setting fee, the water usage (A & C above), and costs for any damage to the

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meter or fire hydrant will be billed upon return of the meter. Rental fee (Charge B) will be billed monthly, beginning at the first day of rental for all rentals longer than 10 calendar days. Failure to timely pay the invoice may result in disconnection of water service.

Commercial Use (for Non-HWU Customers): The following charges shall apply to contractors, developers, and any other non-residential customers that do not have an active water billing account with HWU, and that use a temporary meter for construction purposes, or to irrigate lawns, gardens, landscaped areas, orchards, and other appropriate uses.

- A. \$ 1,500.00 damage/replacement deposit (due at sign-up)
- B. \$ 50.00 meter setting fee
- C. \$ 50.00 monthly rental charge – First 10 calendar days, no charge
- D. \$ 2.75/per 100 cubic feet for water usage (as of 1 July 2018)

Billing for Commercial Use (for Non-HWU Customers): The damage/replacement deposit is due at sign-up. Payment shall be cash, personal check, business check, certified check or money order only. Debit and credit cards will not be accepted. Charges B and D above will be deducted from the deposit upon satisfactory return of the temporary hydrant meter, and the remaining balance will be mailed back to the customer within 14 business days from date of return. Charge C will be billed monthly, after the initial 10 calendar day grace period. Any unpaid monthly rental fee will be deducted from the deposit. If the balance due exceeds the deposit, the user will be billed for the remainder.

The deposit refund shall be subject to deduction for any damage to the hydrant meter or fire hydrant.

3.0 RESPONSIBILITY: The SOC Administrative Assistant and Secretary, Senior are responsible for the application process, for proper tracking of temporary meters and their use, and for accepting and refunding fees and deposits. The Utility System Superintendent is responsible for crews that place and recover temporary hydrant meters, and for reporting damage to same. Exceptions to this policy must be approved by the General Manager. The General Manager may reissue revisions to this policy without Board approval, when the only change is an adjustment to the rate for water usage that is based on rates approved by the Board and City Commission.

APPROVED:

Tom Williams, P.E.
General Manager

