

# Policy and Procedure Manual

## Henderson Water Utility

Subject <i>Water &amp; Sewer Taps</i>	Number <i>E/F-100</i>
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Effective Date <i>21 April 2014</i>	Revision No. <i>3</i>	Revision Date <i>10 July 2019</i>
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**1.0 POLICY STATEMENT:** This policy is to establish procedures and payment for water and sewer tap fees, locating services and sewer cleanouts.

### **2.0 PROCEDURES:**

#### **2.1 Definitions:**

**New Lot:** A legally defined parcel of land that has not previously had a habitable structure constructed on it. This includes lots in new subdivisions, vacant lots in older subdivisions, or lots of record and other un-divided tracts of land in the HWU service area.

**Water Service Line:** The water line running from the HWU water main to the meter pit. This portion of the water service is the responsibility of HWU to maintain.

**Sewer Tap:** The connection of the customer sewer lateral to the HWU sewer main.

**Cleanout:** An approved plumbing connection (6" minimum diameter) between the sewer main and a building, where sewer cleaning equipment can be inserted to clean a portion of the lateral.

**Redevelopment:** New construction in long-established areas of Henderson.

Redevelopment typically includes a tear-down/rebuild type of project, or "in-fill" construction in an existing neighborhood. The baseline for the definition of redevelopment is evidence on the site of pre-existing water or sewer service.

**2.2 Water Taps:** The following circumstances will require payment of a full water tap fee in an amount as set in the appropriate rate/fee table:

**2.2.1** A new water tap is required for a new structure where an existing water service line does not exist.

**2.2.2** If the water service line is upsized at the request of the customer.

**2.2.3** Relocating existing water service lines at the request of the customer, if that relocation involves tapping the main.

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- 2.3** The following circumstances will not require payment of a full water tap fee.
- 2.3.1** Renewal or repair of old service lines required by existing customers for existing structures or redevelopment will not be subject to tap fees.
- 2.3.2** For new structures:
- 2.3.2.1** If there is an existing water meter setting on the property, the service line is copper, and no modifications are needed to the tap or meter service, the customer can use this service without paying a water tap fee. A meter setting fee will apply.
- 2.3.2.2** If the existing water meter setting is copper and a new service line does not need to be installed but the meter setting has to be replaced or modified, there will be a charge for time and materials for the tap and a meter setting fee. In these cases, time and material charges shall not exceed the amount of a normal tap fee.
- 2.4** For commercial and industrial water taps greater than 1-1/2", time and material charges apply, and the estimated cost must be paid at the time of application. Where the estimate is exceeded, the customer will be billed for the excess amount. Where the estimate is not exceeded, the difference will be refunded to the customer. Time and material charges are subject to a minimum charge as shown in the rate tables.
- 2.5** Meter setting fees apply in most cases, in addition to tap fees. Setting fees will not be charged when a meter is downsized.
- 2.6 Sewer Taps:** The following circumstances will require payment of a full sewer tap fee in an amount as set in the appropriate rate/fee table:
- 2.6.1** A new sewer tap is required for a new structure where an existing sewer service line does not exist.
- 2.6.2** If the sewer service line is upsized at the request of the customer, or if the customer desires the service location be moved, requiring a new tap on the main.
- 2.7** The following circumstances will not require payment of a full sewer tap fee:
- 2.7.1** Sewer Taps for redevelopment will be at no charge to the customer.
- 2.7.2** Renewal of a sewer tap for existing customers for existing structures will not be subject to tap fees.
- 2.7.3** If there are multiple properties on one sewer tap HWU will install one free of charge to the customer that does not have one on their property. If the shared tap is unusable we will install new taps for both properties at no expense to the customers.
- 2.7.4** Locating existing sewer taps for customers will be at no charge

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- 2.8** For commercial and industrial sewer taps, time and material charges apply, and the estimated cost must be paid at the time of application, subject to a minimum charge as shown in the rate tables. Where the estimate is exceeded, the customer will be billed for the excess amount. Where the estimate is not exceeded, the difference will be refunded to the customer.
- 2.9** Cleanouts: For existing customers that are experiencing problems and a sewer snake/camera has been used to determine that the problem is within the right of way or easement, HWU will install a clean-out on the line and service the portion from the cleanout to the main for the payment of a sewer cleanout fee.
- 2.10** Payment of all fees must be made at the time of application, and no work will be performed on water or sewer taps until applicable fees are paid. Charges for taps are set in the applicable fee table as set by the Water & Sewer Commission, and different fees apply for developer-installed and Utility-installed taps, for fire suppression services, and for meter-setting (based on meter size).
- 2.11** Waiver of Fees: At the request of any customer, water and sewer tap fees may be waived on a case by case basis by the Water and Sewer Commission. Generally, churches, charities and other 501(c) 3 organizations do not qualify for a waiver of fees. Tap fees may be waived by staff in the following instances:
  - 2.11.1** For projects related to City or County government entities.
  - 2.11.2** For Habitat for Humanity of Henderson projects.
  - 2.11.3** For any industrial user locating or expanding in the HWU service areas, if the user has worked with both the Kentucky Economic Development Cabinet and Kyndle in deciding its final plans. The waiver would not include line extensions or capacity expansion.

**3.0 RESPONSIBILITY:** Tap fees and service fees are set by the HWU Board of Commissioners. The Utility System Superintendent shall determine which of the above procedures is to be used in the calculation of fees. Collection of the fees shall be the responsibility of the SOC Administrative Assistant. The Director of Operations shall be responsible for the overall coordination for this process. Waiving of any fees due to special circumstances shall be at the discretion of the General Manager, and shall be reported to the Board of Commissioners, including an estimate of the amount waived.

APPROVED:




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Tom Williams, P.E.  
General Manager