



## **Glasgow Water Company**

### **Rules and Regulations**

#### **SECTION 1: APPLICATION FOR SERVICE**

Each prospective Customer desiring service shall be required to complete a Service Application before service will be supplied by the Utility. Each Customer will be required to show proper identification and social security number at the time of application and provide a valid physical address. If no address is available it can be obtained from the B.I.T.S. office (Barren County Addressing Agency) which is located at Glasgow City Hall (second floor), 126 East Public Square. Applicants for service must be at least eighteen (18) years of age. Deposits are not required for service. Deposits previously made by Customers may be refunded to the Customer upon termination of service. Those deposits will earn interest at the rate of six percent (6%) per year (not compounded). Before deposits are refunded, deposit amounts plus interest will be applied against unpaid bills of Customers and if any balance remains, the amount will be refunded to the Customer.

- A. Customers desiring service at locations where water and/or sewer service is available and an existing point of delivery (i.e. meter, sewer tap) is established shall complete a Service Application as outlined above and pay a Service Application Fee for next day service or same day service as outlined in the Utility's approved Schedule of Rates and Charges.
- B. Customers desiring service at locations where water and/or sewer service is available and no point of delivery (i.e. meter, sewer tap) is established shall complete a Service Application as outlined above, provide an approved State Plumbing Permit, and pay a Water Tap Fee and/or Sewer Tap Fee as outlined in the Utility's approved Schedule of Rates and Charges.

#### **SECTION 2: CUSTOMER RESPONSIBILITY**

- A. The Customer shall give immediate notice to the Utility should service be unsatisfactory for any reason or should there be any irregularities, defects, trouble or accidents known to the Customer that might affect his/her service or that of the Utility's water system and/or sewer system. Such notice may be made by telephone, twenty-four (24) hours a day.
- B. The Customer shall provide a space and exercise proper care to protect the property of the Utility; and in the event of loss or damage to the Utility's property arising from neglect of the Customer to care for same, the cost of necessary repairs or replacement shall be paid by the Customer.

#### **SECTION 3: DAMAGE TO THE UTILITY'S SYSTEM**

No person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface, or tamper with any main, meter, fire hydrant, shut-off valve, manhole, structure, appurtenance, or equipment which is part of the Utility's water and/or sewer system. Any person violating this provision shall be subject to discontinuance of service and shall pay the cost of repairing or replacing the damaged property.

#### **SECTION 4: TAMPERING WITH A FIRE HYDRANT OR METER (THEFT OF SERVICES)**

KRS 514.060, states that "theft of services" including water service, is a Class A misdemeanor, punishable by imprisonment of up to a year and a fine of up to five hundred dollars (\$500.00), unless the value of the stolen services is three hundred dollars (\$300.00) or more, in which case it is a Class D felony, punishable by imprisonment of no less than one (1) year and no more than five years (5) and a fine of no less than one thousand dollars (\$1,000.00) and up to ten thousand dollars (\$10,000) or double the gain received from the theft, whichever is greater. The statute further states that proof that the water meter or other device has been altered, tampered with, or bypassed in a manner so as to prevent or reduce the recording thereof, or that the service has been, after having been disconnected by the Utility supplying the service, reconnected without authorization of the Utility, shall be prima facie evidence of the intent to commit theft of services by the person obligated to pay for the service supplied through the meter or other device.

It is unlawful for anyone other than Utility personnel to make meter connections or any form of alteration to standard utility services. If evidence indicates any form of alteration and/or tampering, the Customer being served at that location shall be subject to a Tampering Fee as outlined in the Utility's approved Schedule of Rates and Charges, in addition to all other penalties that may be provided by law. If damage to a fire hydrant or meter, including locking devices and other appurtenances

occurs as a result of alteration and/or tampering, the Customer shall pay the cost of repairing or replacing the damaged property as provided in Section 3. If payment is not received service may not be restored until the Customer has paid all balances in full.

## **SECTION 5: BILLS AND NOTICES**

- A. Bills and notices relating to the conduct of business of the Utility shall be mailed to the Customer's address that is listed on the "Service Application" unless changed of address has been filed in writing with the Utility. A Customer shall not be excused from the payment of any bill, nor the performance required by any notice, because of failure to receive the bill or notice.
- B. The Utility shall bill each Customer on a monthly basis according to the Utility's approved Schedule of Rates and Charges, and all charges due under the City of Glasgow's Ordinances for garbage collection in the City Limits. Bills shall show each charge separately. All monthly bills shall be due on the due date shown on the bill. Questions regarding charges for service should be directed to Glasgow Water Company, 126 East Public Square (270-651-3727). Questions regarding charges for garbage collection should be directed to Glasgow City Hall, 126 East Public Square (270-651-5131).
- C. Due dates for payment will not be less than ten (10) days after the date of the bill. Bills paid on or before the due date will be payable at the net amount. Payments after the due date will be subject to a late penalty of ten percent (10%). The late penalty and due date shall be shown on the bill. If the due date falls on Saturday, Sunday, or any Holiday that the Utility observes, the date of the next business day will become the due date. Bills are to be paid at the Glasgow Water Company's main office at 126 East Public Square or other locations designated by the Utility. For a current list of other locations to pay a bill contact the Glasgow Water Company, 126 East Public Square (270-651-3727). Customers have the following options to pay their bill: Payment by mail, payment in the main office, payment in the night deposit box outside the main office, payment at local participating banks, and payment by automatic bank draft.
- D. If payment of the utility bill has not been received by the Utility on or before the due date of the bill, a ten percent (10%) late penalty will be added to the bill. No disconnect notices will be mailed. All services are subject to disconnection if payment has not been received in full within ten (10) days of the due date.
- E. If payment is not received within ten days of the due date, the Utility will disconnect service. Before service will be reconnected, the delinquent bill, all late penalties, and a Termination Fee as outlined in the Utility's approved Schedule of Rates and Charges must be paid in full. The Termination Fee shall be assessed if the Utility representative terminates service or if, in the course of the trip, the customer pays a delinquent bill to avoid termination. The fee shall also be made if the Utility representative agrees to delay termination based on the Customer's agreement to pay the delinquent bill by a specific date. The Utility shall make a Termination Fee charge only once in any billing cycle.
- F. Once service is disconnected and if Customer pays delinquent bills and Termination Fee during normal business hours service shall be reconnected in a timely manner at no additional charge. However, if service reconnection is requested after normal business hours, an After Hours Reconnection Fee as outlined in the Utility's approved Schedule of Rates and Charges, in addition to delinquent bills and Termination Fee shall be paid prior to reconnection of service.
- G. Service may be refused to any Customer who has a delinquent account with the Utility for any past service. Before new service is approved all delinquent balances for past service must be paid in full. If a Customer has service at more than one location and terminates service at one of the locations, any delinquent balances of the terminated account will become a balance on billing for another account in which the Customer is being served.
- H. If a Customer is disconnected due to non-payment the Customer may request that the Utility waive the Termination Fee. Only one (1) amnesty waiver per Customer per account shall be allowed within a twelve (12) month period. All delinquent bills, late penalties, and other unpaid fees must be paid in full before service will be reconnected.

## **SECTION 6: PAYMENT EXTENSIONS**

A Customer Payment Extension may be granted at the discretion of the Utility. An extension of service may be granted with a signed agreement to pay off delinquent payments within the timeframe specified in the agreement. If payment is not received in the timeframe specified in the extension, service will be disconnected. There will be a maximum of three (3) extensions in a twelve (12) month period. No extensions will be granted beyond the last day of payment before service is disconnected.

## **SECTION 7: RETURNED CHECKS / ACH RETURNS**

When a check or ACH payment is returned to the Utility by the Customer's bank, a Return Check Fee as outlined in the Utility's approved Schedule of Rates and Charges will be applied. If a Customer has three (3) returned checks within a twelve (12) month period, the Utility has the right to refuse any further personal checks from the Customer for a twelve (12) month period. If the bank notifies the Customer of a returned check, contact the Utility as soon as possible to prevent disconnection of services. If a Customer has two (2) ACH returns within a twelve (12) month period, that Customer is no longer eligible to participate in ACH (Automatic Bank Draft) payments.

## **SECTION 8: ESTIMATED BILL**

Whenever a meter has ceased to register, or a meter reading could not be obtained, the quantity of water consumed will be estimated based upon an average of at least the prior three (3) months' consumption and the conditions of water service prevailing during the period in which the meter failed to register. If a bill is estimated, the word "Estimated" will be printed on the bill.

## **SECTION 9: DISCONTINUANCE OR REFUSAL OF SERVICE**

The Utility may discontinue or refuse service to a Customer under any of the following conditions:

- A. For the violation or noncompliance of the Utility's Rules and Regulations, Schedule of Rates and Charges, or any contract between the Utility and the Customer;
- B. For non-payment of bills or any other indebtedness owed to the Utility;
- C. For illegal use or theft of service;
- D. For tampering with the meter, meter seal, lock, shut-off valve, or any other part of the Utility's system, or permitting such tampering by others;
- E. Property is deemed not fit for human occupancy by local, state, or federal housing authorities, or if a dangerous condition exists on a Customer's premises;
- F. Cross-Connection of any separate water source with the water service provided by the Utility;
- G. For refusal to provide reasonable access; or,
- H. For connecting more than one residence to a meter.

## **SECTION 9: DISCONTINUANCE OF SERVICE AT CUSTOMER'S REQUEST**

Any Customer desiring to discontinue service for any reason must give notice of discontinuance in person, by writing, or by faxing. The Customer must give the Utility account numbers and other information and allow three (3) working days prior to the date, on which the Customer desires to discontinue service. If such notice is not given, the Customer shall remain liable for all charges of services rendered.

## **SECTION 10: CLASSIFICATION OF SERVICE**

### **A. Residential**

Residential water and sewer sales shall not be charged Kentucky State Sales Tax. This includes multiple meters that are used exclusively for residential use such as irrigation meters and garage meters. Rental Property accounts that are listed under or billed to an owner or company are not exempt from State Sales Tax. Although the property is residential it will only be exempt from State Sales Tax if it is in the tenant's name and the bill is sent to the address of the tenant. Mobile Home Parks are treated with the same guidelines as rental property. Farms, barns, and farm irrigation meters are exempt from State Sales Tax only if a valid farm exemption certificate is on file with the Utility.

### **B. Commercial**

Commercial properties and businesses are subject to applicable Kentucky State Sales Tax. Churches are exempt from State Sales Tax, but must have a valid exemption certificate on file with the Utility before tax is removed. State and Local Government agencies are exempt from State Sales Tax. Commercial homebuilder's property is not exempt from State Sales Tax.

### **C. Industrial**

Industrial water and sewer sales used in connection with the manufacturing or assembling of a product shall be classified as an industrial user and are subject to applicable Kentucky State Sales Tax.

## **SECTION 11: INTERRUPTION OF SERVICE**

The Utility shall use reasonable diligence to provide uninterrupted supply of water and sewer service, but shall not be liable for loss, injury, or damage to persons or property resulting from interruptions in service or excessive and/or inadequate water pressure.

## **SECTION 12: BILL ADJUSTMENT**

If water loss occurs due to a leak on the Customer's side of the meter or a Customer fills a swimming pool, the customer may be eligible for a bill adjustment. A bill adjustment shall be subject to the following conditions:

- A. The Customer must request an adjustment and only one (1) adjustment per account per twelve (12) month period shall be allowed;
- B. The leak must be repaired and the Customer may be required to show evidence of the repair (i.e. plumbing receipt);
- C. If it is determined by the Utility that the increase in usage was due to negligence by the customer an adjustment shall not be granted;
- D. If a Customer fills a swimming pool they will be required to pay for all water used, however if the Customer has sewer service, they may have their sewer bill adjusted to their average usage amount. A swimming pool adjustment may only cover a maximum of one (1) billing period;
- E. The Utility shall determine the excess usage by comparing the usage during the period(s) while there was a leak with the Customer's normal usage. The Customer's normal usage will be determined by computing the Customer's average usage for the twelve (12) months billing period immediately prior to the problem. If a twelve (12) month usage history is not available, the Utility will use the available usage history and other relevant factors to determine a reasonable estimate of the Customer's normal usage. The difference between the usage while there was a problem and the normal usage is the excess usage;
- F. The Customer's normal usage will be billed at the rate shown in the Utility's approved Schedule of Rates and Charges;
- G. The Customer's excess water usage will be billed at a reduced rate. The reduced rate shall be calculated by using eighty percent (80%) of the Wholesale Water Rate outlined in the Utility's approved Schedule of Rates and Charges. If sewer service is applicable to the bill the sewer charge will be adjusted to reflect normal usage as specified above;
- H. A leak adjustment may only cover a maximum of two (2) billing periods;
- I. If the leak would be a great financial burden to the Customer, the Utility may allow this charge to be paid in installments that would be mutually agreed upon;
- J. Bill adjustments will not be given for outdoor watering (Irrigation meters with no sewer charge are available to Customers); and,
- K. This adjustment policy is applicable to all Customers.

## **SECTION 13: METERS**

The Utility reads every Customer meter each month. This process occurs manually or by the use of Automated Meter Reading (AMR). AMR devices are being installed by the Utility throughout the service area. AMR devices contain a miniature radio transmitter and look similar to conventional meters. With the use of AMR Utility personnel can collect meter readings by simply driving down the street.

- A. All water meters shall be furnished, installed, and maintained by the Utility. Sewer deduct meters shall be furnished, installed, and maintained by the Customer. The Utility may require the Customer to periodically test and calibrate sewer deduct meters at the Customer's expense. The Utility shall authorize the size, type, and number of all meters used.
- B. The Utility will make periodic tests and inspections of water meters in order to ensure that they are working properly. The Utility will make additional inspections of water meters at the written request of the Customer. These inspections will be at no cost to the Customer.
- C. The Customer shall provide a location for the meter which is unobstructed and accessible at all times. The meter shall be conveniently located with respect to the Utility's service main.
- D. The Utility shall have access to the meter for the purpose of installation, meter reading, inspection, maintenance, operation, replacement, or removal.
- E. A 5/8 x 3/4 inch water meter installed within one hundred and fifty (150) feet along an existing water main shall be the standard customer service connection. If a request for a non-standard customer service connection or meter size larger than

5/8 x 3/4 inch is made, the requested installation will be evaluated for approval by the Utility. Approved non-standard customer service connections shall be installed by the Utility at the Customer's expense. The cost for non-standard customer service connections shall be the actual cost incurred by Utility to construct connection, including but not limited to appropriate construction, engineering, administrative, and legal cost.

- F. A separate water meter shall be required for each single family and duplex residential dwelling, mobile/manufactured home, and commercial unit. If a multi-family residential (3 or more units per structure) or residential apartment building is served by a single meter a minimum bill per living unit shall be charged in addition to the Customer's metered usage. Multi-family residential and residential apartment buildings are not standard customer service connections and require the installation of appropriate meter size (as approved by Utility), AMR device, meter vault, and other necessary appurtenances. The cost for multi-family residential and residential apartment building connections shall be the actual cost incurred by Utility to construct connection, including but not limited to appropriate construction, engineering, administrative, and legal cost.
- G. If a separate water meter is required and an existing property has more than one residential unit connected to a single water meter, the Utility may require the Customer to purchase an individual meter to service each unit if a new application for service is requested.

#### **SECTION 14: RELOCATION OF MAIN LINES AND METERS**

If a Customer requests the relocate, change, or modification of an existing main, meter, or other facility, the Utility may perform such change at the Customer's expense. The Customer shall reimburse the Utility for such charges at the actual cost including, but not limited to, appropriate construction, engineering, administrative, and legal cost.

#### **SECTION 15: POINT OF DELIVERY**

The point of delivery is the point where the water meter is located on the Customer's premises or where sewer service is discharged to the gravity main, manhole, force main, shut off valve, grinder pump system, etc. All plumbing and equipment beyond the point of delivery shall be installed and maintained by the Customer at their own expense, in a safe and efficient manner in accordance with the Utility's Rules and Regulations and with the Regulations of the Department of Health. The Utility reserves the right to determine the location of the delivery point with full regard to those wishes of the prospective Customer.

#### **SECTION 16: RIGHT OF ACCESS**

Utility employees shall have access to the Customer's premises at all reasonable times for the purpose of reading, testing, or inspecting meters or other equipment belonging to the Utility. Obstacles such as fences, structures, shrubs, dogs, etc. shall not be placed in a way to prohibit safe access to the utility right-of-way. The Utility may allow fences on the right-of-way easement; however arrangements must be made to allow safe access.

#### **SECTION 17: BACK FLOW PREVENTION AND PRESSURE REDUCING DEVICES**

All new water service connections shall have a means of back flow prevention. The Utility's standard meter service connection shall include a back flow prevention device, which is installed by the Utility. Some water service connections may require a different type or special type of back flow prevention device as deemed necessary by the Utility. If a service requires a special type of back flow prevention device the Utility shall give a proposed cost analysis, before service is installed. A back flow prevention device may be installed by the Utility on an existing service connection during a meter change-out. Notice of installation of a back flow prevention device shall be mailed to the Customer's address that is listed on the "Service Application". Back flow prevention devices are installed for the purpose to prevent a cross-connection. A cross-connection is a connection of the Utility's water system with a non-potable water supply and is prohibited. Failure to comply shall result in the discontinuance of water service until the cross-connection has been eliminated. The Utility's water system pressure may require a pressure-reducing valve to be installed on the Customer's plumbing. This device shall be owned and maintained by the Customer. The Utility recommends the installation of a thermal expansion tank to be installed on the cold water side of each hot water heater, as per Kentucky Division of Plumbing Regulations. Failure to install a pressure-reducing valve and/or a thermal expansion tank could result in damage to a home's hot water heating system, plumbing, plumbing fixtures, appliances, etc. The Utility shall not be liable for any loss, injury, or damage that may result from a Customer's failure to install a pressure-reducing valve and/or thermal expansion tank.

#### **SECTION 18: BOILERS AND/OR PRESSURE VESSELS**

Customers having boilers and/or pressure vessels receiving a supply of water from the Utility must have a back flow prevention device approved by the Utility, on the water supply line and a vacuum valve on the steam line to prevent collapse, in case the water supply from the Utility is discontinued or interrupted for any reason, with or without notice. It is the Customer's responsibility to make necessary provisions to protect his/her equipment in case of interrupted or intermittent service.

## **SECTION 19: FIRE HYDRANT USE**

Fire hydrants are to be used by the Utility and by fire departments. No one else is authorized to use them without authorization by the Utility. If authorization is granted by the Utility for use of a fire hydrant, the user shall comply with the Utility's Rules and Regulations. All water used from a fire hydrant shall be metered and billed at the Water Rate shown in the Utility's approved Schedule of Rates and Charges. Any person(s) suspected of theft of services or tampering with a fire hydrant shall be subject to the provisions outlined in Section 4.

## **SECTION 20: OWNERSHIP OF MAINS, SERVICES AND APPURTENANCES**

All mains, valves, and other appurtenances are and shall be the property of the Utility. All water service lines from the main to the meter, and the meter and appurtenances shall be the property of the Utility. The Customer shall install, own, and maintain all plumbing installed on his/her property beginning at the Point of Delivery of service.

## **SECTION 21: SANITARY SEWER GRAVITY MAIN POLICY**

Sanitary sewer service is available to specific locations within the Utility's service area by means of gravity main. A gravity main connection requires the Customer to install service lines and appurtenances to the gravity main. All connection points, service lines, and appurtenances shall be owned, operated, maintained, and installed by the Customer and shall meet all specifications and requirements of the Utility and the Kentucky Division of Plumbing Regulations.

All public sewer gravity main extensions shall be designed, constructed and maintained by the Utility. The construction of private sewer gravity mains and/or service lines located across adjoining private properties or multiple properties shall be prohibited. Maintenance of existing private sewer gravity mains and/or service lines shall be the responsibility of the property owner and not the Utility.

All new Customer service line installations, including size and location, shall be approved by the Utility prior to construction. Residential multi-family/unit developments may require more than one (1) service connection per building. All Food Service Establishments (FSEs) shall provide a service connection as required by the GWC's Fats, Oils and Grease (FOG) Management Program. Customer service line installations shall require a bi-directional cleanout to be installed at each point where the service line will cross the Customer's property line and the public rights-of-way and/or where the Utility deems it necessary for maintenance of the service connection's point of delivery.

No floor, basement, or other interior/exterior drains shall be connected to the sewer gravity main. No sanitary inlet (top of commode seat or lip of the bath tub or shower stall floor drain, etc.) which is lower than six (6) inches above the top of the lowest of the two (2) adjacent sewer gravity main manholes shall be connected by direct drainage to the sewer system.

## **SECTION 22: SANITARY SEWER FORCE MAIN POLICY**

Sanitary sewer service is available to specific locations within the Utility's service area by means of force main. Grinder pump systems are required for sewer force main connections. All public sewer force main extensions shall be designed, constructed and maintained by the Utility. The construction of private sewer force mains and/or service lines located across adjoining private properties or multiple properties shall be prohibited. Maintenance of existing private sewer force mains and/or service lines shall be the responsibility of the property owner and not the Utility. The following policies outline the installation, operation, and maintenance requirements of grinder pump systems for existing and future sewer force main connections.

### **A. Residential Grinder Pump Systems**

A residential grinder pump system installation applies only to a single family residential structure supplied water by a ¾ inch water meter or a duplex family residential structure that is supplied water by two (2) ¾ inch water meters. Depending on the operating conditions of the sewer system, the Utility reserves the right to limit flow availability to the Customer in an effort to prevent adverse impacts to the existing sewer system.

The Utility will install the grinder pump system in a location, approved by the Customer and the Utility, which will allow the Utility unobstructed access for maintenance of the unit and associated appurtenances. The gravity wastewater service line from the building structure shall be owned, operated, maintained, and installed by the Customer and shall meet all specifications and requirements of the Utility and the Kentucky Division of Plumbing Regulations. The gravity wastewater service line shall extend within six (6) feet of the grinder pump basin to a bi-directional cleanout. The bi-directional cleanout shall be considered the point of delivery of service by the Utility. Inlet and discharge pipe connections to the grinder pump basin shall be made by the Utility. A check valve and shut-off valve shall be installed on the discharge pipe located at the property line or public right-of-way and placed within an approved Utility valve vault.

A 240-volt, 30-amp 4-wire electrical service with a fused disconnect switch shall be provided by the Customer for operation of grinder pump system. The fused disconnect switch shall contain a 30-amp resettable breaker mounted in close proximity to the grinder pump control panel and within sight of the grinder pump basin. The grinder pump control panel shall be mounted as close as possible to the electrical disconnect and grinder pump basin. Electrical service connections provided by the Customer shall be in accordance with all applicable building and electrical codes. It is the Customer's responsibility to coordinate and pay for applicable electrical inspections and pay the cost of the electrical power necessary to operate the grinder pump system.

The Residential Grinder Pump System Connection Fee to install a residential grinder pump system is outlined in the Utility's approved Schedule of Rates and Charges. Standard grinder pump system includes force main tap and installation of the control panel, basin, single grinder pump, thirty (30) feet of wiring from the control panel to the basin, and two hundred (200) feet of discharge piping from the grinder pump basin to the Utility's sewer system. Additional construction required for installations not listed in the standard grinder pump system above (including but not limited to, piping required in excess of two hundred (200) feet, wiring from the control panel to the basin in excess of thirty (30) feet, any rock excavation required for the system, etc.) shall be performed by the Utility at the Customer's expense. The Customer shall reimburse the Utility for such charges at the actual cost including, but not limited to, appropriate construction, engineering, administrative, and legal cost.

All installations shall be made in accordance with GWC Rules and Regulations. No floor, basement, or other interior/exterior drains shall be connected to the grinder pump system. No sanitary inlet (top of commode seat or lip of the bath tub or shower stall floor drain, etc.) which is lower than six (6) inches above the top of the grinder pump basin shall be connected by direct drainage from the building structure's gravity wastewater service line to the grinder pump system. The grinder pump system may be placed in service once it has been installed and inspected by the Utility. However, a grinder pump will not be installed within the grinder pump basin until Customer's water service is active and all construction activities are complete if the grinder pump system is for new construction.

The Utility shall assume maintenance of all equipment associated with the grinder pump system, excluding electrical service wiring to the disconnect switch. A monthly Residential Grinder Pump System Maintenance Fee, as outlined in the Utility's approved Schedule of Rates and Charges, shall be charged by the Utility to residential sewer force main Customers for maintenance of the residential grinder pump system

The Customer shall not alter, modify or tamper with the grinder pump system or related appurtenances. All alterations or relocation of grinder pump system components for the Customer's benefit shall be approved and performed by the Utility at the Customer's expense. The Customer shall not construct any structure or other permanent improvement within ten (10) feet of the equipment, piping, electrical wires, or any other component of the grinder pump system that shall prevent the Utility from maintaining the grinder pump system. The Customer shall grant the Utility unencumbered access to enter upon the Customer's property to maintain the grinder pump system. The Utility may be required to access the grinder pump system with vehicles and heavy equipment for maintenance of the grinder pump system. Failure to allow access for maintenance of a grinder pump system or failure of the Customer to operate a grinder pump system in accordance with GWC Rules and Regulations and/or Sewer Use Ordinance shall result in termination of sanitary sewer service by the Utility.

#### 1. Proper Use

The grinder pump system operates like a normal sewer system, taking waste liquids from the Customer's toilet, sink, shower, bath, dishwasher, washing machine, etc. and transferring it to the Utility sewer system. Failure of the Customer to properly use the grinder pump system may result in significant adverse impact to the Customer including, but not limited to, sewer backups, the inability to discharge sewage from the Customer's grinder pump system to the Utility's sewer system and the discharge of sewage from the Utility's sewer system to the Customer's property.

Normal operating conditions resulting in wear or aging of the grinder pump system shall be repaired by the Utility at no charge to the Customer. The Customer shall reimburse the Utility for the cost of materials, labor and equipment required to repair any components of the grinder pump system damaged by Customer negligence or actions prohibited by GWC Rules and Regulations and/or Sewer Use Ordinance.

All wastewater discharged to the grinder pump system shall be free of materials that may cause damage to the grinder pump system and Utility's sewer system. Examples of prohibited materials include, but are not limited to, the following:

- Glass, metal, wood, seafood shells, and needles.
- Gravel, sand (including aquarium stone and cat litter), and coffee grinds.
- Diapers, socks, rags, or cloth of any kind.

- Feminine hygiene products (including sanitary napkins and tampons).
- Explosives and flammable materials.
- Lubricating oil, grease, and antifreeze.
- Plastic objects (toys, eating utensils, etc.).
- Toxic or corrosive chemicals, solvents or degreasing chemicals.
- Gasoline, kerosene, fuel-oil, paint thinner.
- Cooking fat (lard, oil, grease).
- Personal wipes (including those marked “flushable”).
- Stormwater runoff.

## 2. Alarm Conditions and Maintenance Issues

A grinder pump system is equipped with an audible alarm and alarm light that are activated when problems with the system occur. If the alarm sounds, turn off the sound of the alarm by pressing the silence button underneath the alarm panel. The Customer should then notify the Utility by telephone (twenty-four (24) hours a day) of the alarm condition. The Utility will dispatch a service technician to evaluate the grinder pump station. The Customer should limit or discontinue water usage to prevent grinder pump system overflows and sewage backups into the building structure or yard.

The Customer shall notify the Utility during normal business hours of any irregularity or general maintenance issues, not affecting the operation of the grinder pump system.

## 3. When a Grinder Pump System Will Not Be Used For an Extended Period of Time

If a grinder pump system will not be used for an extended period of time the following steps should be followed to minimize the opportunity for problems:

Replace the wastewater in the grinder pump basin with clean water to minimize odors. This is performed by running water from an inside faucet long enough for the grinder pump to begin running (someone will need to go outside and listen to verify the pump is operating). After the grinder pump starts, turn the inside faucet off. The pump will run until the basin is nearly empty and will then shut off. This process will cleanse the pump and pipes and leave the tank holding a minimum amount of clean water.

## 4. Power Failures

During power failures, the grinder pump system will not operate. The grinder pump basin has limited storage holding capacity and water use should be severely restricted until power has been restored. Failure to restrict water consumption during a power failure will result in a system overflow and sewage may backup into the building structure or yard.

## B. Commercial Grinder Pump Systems

A commercial grinder pump system installation applies to multi-family residential building structures and commercial/industrial properties. Commercial grinder pump systems shall be evaluated by the Utility based on the number of plumbing outlets and the nature of the use. Prior to approval of any force main sewer connection for commercial grinder pump systems, the Customer shall submit estimated water consumption flow rates and volumes to the Utility for approval. Depending on the operating conditions of the sewer system, the Utility reserves the right to limit flow availability to the Customer in an effort to prevent adverse impacts to the existing sewer system.

The Utility may provide a tap on the Utility’s sewer force main to service a Customer’s commercial grinder pump system connection. The Force Main Connection Fee to install a sewer force main tap is outlined in the utility’s approved Schedule of Rates and Charges. The Utility provided sewer tap shall include a shut off valve installed by the Utility on the discharge pipe located at the property line or public right-of-way and placed within an approved Utility valve vault. The shut off valve shall be considered the point of delivery. A check valve shall be installed and maintained by the Customer at the point of delivery to prevent flow of the sewer force main from entering the Customer’s service line. The grinder pump system, electrical service, service line, check valve, and appurtenances shall meet all specifications and requirements of the Utility and shall be owned, operated, and maintained by the Customer. Failure of the Customer to properly maintain said system may result in significant adverse impact to the Customer including, but not limited to, the inability to discharge sewage from the Customer’s grinder pump system to the Utility’s sewer system and the discharge of sewage from the Utility’s sewage system to the Customer’s property.



All wastewater discharged from the Customer's grinder pump system shall be free of materials that may cause damage to the Utility's sewer system. The Customer shall reimburse the Utility for the cost of materials, labor and equipment required to repair any components of the Utility sewer system damaged by Customer negligence or actions prohibited by GWC Rules and Regulations and/or Sewer Use Ordinance. Food Service Establishments (FSEs) shall provide a service connection as required by the GWC's Fats, Oils and Grease (FOG) Management Program. Industrial Customers may be required to submit an Industrial User Pretreatment Discharge Application along with any other requirements covered in the Sewer Use Ordinance and/or Federal Pretreatment Regulations (40 CFR 403).

All grinder pump system installations shall be made in accordance with current GWC Rules and Regulations. No floor, basement, or other interior/exterior drains shall be connected to the grinder pump system. No sanitary inlet (top of commode seat or lip of the bath tub or shower stall floor drain, etc.) which is lower than six (6) inches above the top of the grinder pump basin shall be connected by direct drainage from the structure's gravity wastewater service to the grinder pump system. The grinder pump system shall not be placed in service until it has been inspected and approved by the Utility. Failure of the Customer to install and/or operate a commercial grinder pump system in accordance with GWC Rules and Regulations and/or Sewer Use Ordinance shall result in termination of sanitary sewer service by the Utility.

### **SECTION 23: SEWER CONNECTION AND SERVICE LINE INSPECTION**

All new gravity and force main sewer connections made to the Utility's sewer collection system shall be inspected by the Utility prior to backfill. Inspections will be conducted during regular business hours and shall be scheduled twenty-four (24) hours in advance. If the connection is determined to be improper and subsequent inspections are required, the Customer shall pay the cost of inspection at the rate specified in the Utility's approved Schedule of Rates and Charges. All equipment and appurtenances used to connect to the Utility's sewer collection system shall meet the specifications and requirements of the Utility.

Connections and service line installations shall be air tight and water tight and shall be performed as to prevent extraneous waters from entering into the Utility's collection system. Extraneous water is defined as any stormwater, surfacewater, groundwater, roof runoff, subsurface drainage, or unpolluted industrial process water.

Periodically the Utility will perform inspections to existing Utility mains and Customer service lines. These inspections are typically performed by a robotic video camera device, smoke testing, die testing, visually or by other methods. Upon inspection if it is determined that extraneous water is entering the Customer's service line or sewer system, the Utility may require the Customer to repair the deficient service lines and appurtenances. The Utility shall notify the Customer of necessary repairs in writing and the repairs shall be performed within sixty (60) days of notification. Failure to correct any required repairs within the specified timeframe may result in disconnection of service.

### **SECTION 24: FATS, OILS & GREASE (FOG) MANAGEMENT PROGRAM**

The Kentucky Department for Environmental Protection has required the Glasgow Water Company (GWC) to implement a Fats, Oils and Grease (FOG) Program. These guidelines are intended to facilitate and ensure compliance with GWC's FOG Management Program. The accumulation of fats, oils and grease (FOG) within the collection system (sewer lines and pump stations) is an increasing problem for GWC. These accumulations can cause decreased carrying capacity due to congealed FOG inside the sewer pipes and pumps that make up the collection system. Once these lines become constricted, blockages in the collection system increase. Blockages in the collection system lead to Sanitary Sewer Overflows (SSOs) which significantly degrade the quality of local receiving waters and the environment(s) surrounding them. Aside from the environmental harm inflicted, SSOs can be potentially harmful to humans and animals as the wastewater expelled during an SSO is untreated and possibly containing dangerous contaminants. SSOs can also lead to sewer back-ups into homes and businesses connected to the GWC Collection System. The goal of the FOG Program is to prevent GWC collection system blockages, obstructions and overflows caused by the contribution and accumulation of FOG from Food Service Establishments (FSEs) and other commercial establishments.

All FSEs are required to comply with the GWC's FOG Management Program and shall obtain a FOG Discharge Permit.

### **SECTION 25: CALL BEFORE YOU DIG (811 UTILITY LOCATES)**

In compliance with the Kentucky Dig Law, any activity that results in the movement, placement, probing, boring, or removal of earth, rock, or other material in or on the ground requires the excavator to contact Kentucky 811 (Call 811) with adequate information regarding the dig to request the location of Utility system facilities.

Notice shall be provided no less than two (2) business days nor more than ten (10) business days prior to commencing work. The Glasgow Water Company does not factor State and Federal Holidays in the two (2) business day notice required by law. When a locate request is submitted and a holiday falls sometime in the two (2) business day notice then the date the holiday is observed will not be considered in the two (2) business day notice. If notice is not given or work starts too early the owner and/or person(s) performing the work shall be liable for all damages incurred to Utility property.

Know what's below, call 811 before you dig. Visit [Kentucky811.org](http://Kentucky811.org) for more information.

**SECTION 26: EXTENSION OF SERVICE**

In compliance with KRS 96.539 the Glasgow Water and Sewer Commission has developed rules to govern extension of water and sewer service to Customers in unserved areas.

**SECTION 27: COMPLAINTS**

Complaints may be made to the General Manager, whose decision may be appealed to the Glasgow Water and Sewer Commission. Such appeal shall be in writing within ten (10) days of the date of the General Manager's decision and shall state the nature of the complaint and contain supporting evidence.

*(Adopted: August 13, 2007; Amended: November 14, 2008, October 01, 2012, July 11, 2013, January 08, 2015, February 11, 2016)*