

MARSHALL COUNTY BOARD OF PUBLIC UTILITIES OF MARSHALL COUNTY, TENNESSEE RULES AND REGULATIONS

Water will be furnished subject to the Rules and Regulations of the **Marshall County Board of Public Utilities of Marshall County, Tennessee**, which Rules and Regulations, as well as any Rules and Regulations hereinafter amended, modified, or promulgated, are made a part of every application, contract and agreement entered into between the property owner and or customer and the System.

DEFINITIONS:

- A. **System** – The word “System” will be used in these Rules and Regulations to designate the Marshall County Board of Public Utilities of Marshall County, Tennessee.
- B. **Customer** – The word “customer” will be used in these Rules and Regulations to designate a person, firm or corporation contracting with the System for the furnishing of water to the property.
- C. **Property owner**-The person or persons who are legally responsible to pay the property land tax.
- D. **Renter**-Anyone paying money to the property owner but is not legally responsible to pay any property land taxes.
- E. **Property**- The word “property” shall mean, except where otherwise specified:
 - (1) A building under one (1) roof and ownership and occupied by one (1) business or as one (1) residence.
This includes mobile homes in trailer parks as defined in paragraph F.
 - (2) One (1) or more buildings on a single tract of land, all under one (1) ownership and occupied by one (1) family or business.
 - (3) One (1) side of double house having a solid vertical partition wall.
- F. **Trailer Park** – A “trailer park” consists of more than three (3) trailers where the trailer park owner owns the parking spaces.
- G. **Apartment House** – An “apartment house” is a building housing three (3) or more families or three (3) or more households.
- H. **Service Connection** – The phrase “service connection” will be used in these Rules and Regulations to designate the tap on the main, together with that portion of the line extending from the tap to the meter; In those installations where the meter is at or near the property line on the street, highway or right of way on which the main is located, only the portion of the line extending from the tap to and including the meter shall be included as part of the service connection
- I. **Agricultural / Commercial / Industrial** - will be used in the Rules and Regulations as non-residential service connections that have applied for and qualify for an Agricultural / Commercial / Industrial discount (for agricultural use only excluding irrigation).

MCBPU website: www.mcbpu.com

Pay be phone: 1-866-448-0176

8/26/20

1. Water Service Contract

Any applicant for water service shall complete a Water Service Contract and submit it to the system with all applicable fees. If water service cannot be supplied in accordance with the system's rules, regulations or policies or those of any state or federal agency with oversight regarding service, the liability of the System to the applicant for such water service shall be limited to the refund of the applicable tap fee.

2. Service Connections

The system shall be responsible for installing and maintaining all service connections.

It is the sole responsibility of the customer to obtain, a perpetual easement in, across, over, under and upon the respective property, with the right to erect, construct, install, and lay, and thereafter use, operate, inspect, maintain, replace, and remove water pipelines and appurtenant facilities, together with the right to utilize adjoining property belonging to the customer or another individual property owner for the purpose of ingress and egress from the above described property. All perpetual easements obtained by the customer are to be used by the customer to construct his private service line from water meter to his home. The System is in no way responsible to install or maintain the private water service of any customer. Any service connection not located on the property of the customer must be relocated at the customer's expense to the property line of the customer if water service is extended to the customer's property.

All water lines shall be of sufficient size to be compatible with the service connection needed, in the opinion of the System, for furnishing ample water to said customers.

The System will install a meter and meter cut off valve for each service connection, both of which shall remain the property of the System. Also, the System will install a check valve on the customer's side of the meter.

3. Customer Service Lines

The customer shall be responsible for and bear the expense of installing and maintaining the service line from the meter to the house or point of use. Said service line materials and installation shall conform to the standards and specifications established by the System. *The customer shall be required to install and maintain a brass ball valve cutoff device attached directly to the meter tail on the customer's side of the service connection directly outside the meter box. Cutoff valve must be in a separate box, level with the meter, and back filled.* (i.e. in box or valve riser). Failure to meet the standards for the installation and material for service line from the meter to the point of use shall be grounds for denial of service

to the customer. **If a reinspection is required, a one hundred dollar (\$100.00) per reinspection is required and will be paid before any reinspection.** The customer shall be liable for any damage incurred to the System's property resulting from the customer's negligence. Any customer replacing any or all of a service line must do so to the specifications of the System.

Acceptable service line materials are as follows:

Polyethylene- Polyethylene service tubing is to be ultra-high molecular weight polyethylene tubing with a pressure rating of 200 p.s.i. working pressure. Polyethylene service tubing must bear the National Sanitation Foundation Laboratories, Inc. seal of approval.

PVC-PVC Pipe shall be NSF- approved, Type 1, Grade 1, Type 1120 material conforming to AST, D2241 and ASTM-1784. PVC Pipe shall be Class 200, SDR 21, Schedule 40 or Schedule 80 with solvent weld or integral gasketed joints.

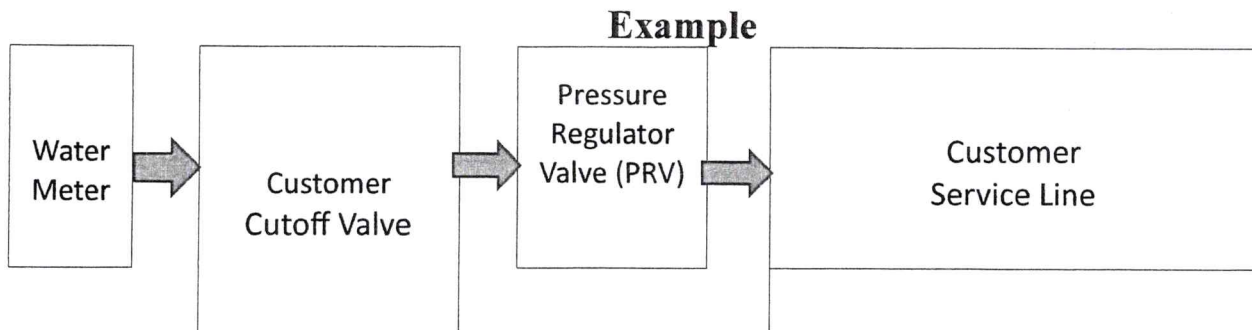
Copper- Copper service tubing shall be Type K soft copper tubing only.

Steel- Steel service pipe shall be standard weight galvanized steel pipe only.

CUSTOMER SERVICE LINE INSTALLING REQUIREMENTS

1. Service lines and equipment shall be constructed to the AWWA Standards (American Water Works Association) or NSF (National Sanitation Foundation Laboratories) approved. Page 2, Item 3
2. Acceptable service line materials are as follows: Polyethylene with a working pressure of 200 psi, PVC class 200, SDR 21, schedule 40 or schedule 80 PVC with solvent weld or integral gasket joints. Copper shall be Type-K soft copper tubing only. Shall be made of standard weight galvanized steel pipe only. Page 2, Item 3
3. Pressure regulator valve (PRV) is the responsibility of the customer to install and maintain on the customers side of the service connection after cut off valve. Page 3, Item 4
4. The customer shall be required to install and maintain a brass ball valve cutoff device attached directly to the meter tail on the customer's side of the service connection directly outside the meter box. The cutoff valve must be in a separate box level with the meter and back filled. Page 3, Item 5
5. After the water tap has been set, the meter will be cut off and locked until the customer calls for an inspection. If the water tap passes the inspection, the water tap will be unlocked and cut on. If a reinspection is required, a one-hundred-dollar (\$100.00) fee per reinspection will be charged. This fee must be paid before any inspection of the tap is granted. Also, when the inspection is passed, the customers cutoff will be turned off and it is the customers responsibility to use his cut off to cut water on and off to the facility. A temporary faucet may be installed with a cutoff between the water meter box and temporary faucet outlet.

If you have any questions or want to set up an inspection, call our office at the number listed above from 8:00 a.m. to 4:00 p.m. Monday thru Friday.



Customer MUST install a brass ball valve cutoff device attached directly to the meter tail on the customer's side of the service connection directly outside the meter box. The cutoff valve shall be installed so that it is accessible for the customer.

The customer is required to hard pipe up to the PRV and #2 above after the PRV, The utilities water pressure is high, and a lot of times PVC pipe will break under our pressure before the PRV.

4. Pressure Regulator Device

It shall be the responsibility of the customer to install and maintain a pressure regulator device on the customer's side of the service connection behind the customer's cut-off valve.

5. Customer Cut-Off Device

The customer shall be required to install and maintain a brass ball valve cut-off device attached directly to the meter tail on the customer's side of the service connection directly outside of the meter box.

6. Minimum Bill

The System will charge a monthly minimum bill, for a minimum of twelve (12) months, per customer for the water service regardless of the amount of water used. By keeping the account active, the customer can demand service at any time and therefore must share in its costs. The customer will begin receiving a minimum bill when application is made for water service or purchase a water tap/sewer tap.

7. Inactive Meters (bd approved 5/20/25)

This is a policy to manage the distribution system by identifying potential issues such as leaks, theft of service, etc.

All accounts/taps should be kept active and current by the customers by paying their monthly water bill. If the tap is not used for a period of three (3) months, the customer will be sent an "Inactive Tap Notice" notifying them that they have thirty (30) days to respond, make active, their account with the System. If the customer does not respond within the thirty (30) day period, the System will physically disconnect the tap from the

utilities system. To reinstate the water service for the property, the property owner or any future property owner of such premises must reapply for water service and complete a new application for water service to get water service reinstated to the property. When a customer pays the application fee to make the account active, they will have to pay to "rework" the service. This cost will be determined when work is completed. They will pay all costs for labor and material to bring the service up to the standards of the System.

8. Service Calls

In the event a customer requests that the System check a service connection for proper operation (i.e. report of a water leak, no water or low pressure) and no System responsibility is found, then the customer will be charged a service call fee. The service call fee maybe waived if a cut off valve is installed on the customer's side of meter box.

9. Billing Frequency

Utility bills will be rendered monthly. Commercial and Industrial customers may be billed monthly or more frequently, at the discretion of the Board.

10. Billing Due Date

The customer shall be required to pay his bill by the due date as noted on his bill. If full payment is not received in the System office by close of business on the due date on the bill, the customer must pay the gross amount (including forfeited discount) as shown on the bill. Should the due date for payment of bill fall on a weekend or a holiday observed by the System, the bill may be paid on the following business day at the net amount.

11. Failure to Receive Bill

Utility bills are recognized as a routine bill owed by the customer. The customer's failure to receive a bill does not change in any way the customer's obligation to pay the amount due in a timely manner.

12. Termination of Service by Customer

In the event a customer removes himself or his business from a service location at which he is receiving water, he shall give the System a minimum of five (5) calendar days' notice of his intention to move. To remove himself or his business from a service location, the customer, if the owner must sell the property where the service is located, or, if a renter, move from the property where the service is located. The customer shall be responsible for payment of water consumed up to the date his service is terminated. In the event a customer desires to move to a new location within the System, he shall pay any and all fees applicable to new location.

The procedure for customer notification of discontinuance of service is as follows:

- a) In person- the customer must present acceptable identification.
- b) In Writing- customer must include address, account number, and one (1) other positive account identification.
- c) **No notification of discontinuance of service will be accepted by Telephone.**

13. Adjustments to Bills / Leak Adjustments

No customer shall receive more than one (1) adjustment in a twelve (12) month period. All requests for leak adjustments must be received in writing, in person, at the business office of the System during regular business hours. Customer must locate and repair the leak before any request for a leak adjustment is made. Accommodations will be made for handicapped customers via request to the business office. The System shall be under no obligation to extend the discount or the due date of the time for paying any bills because of a billing adjustment.

The System shall not be obligated to make any adjustments to any bills not contested after ninety (90) days from the billing date.

If an adjustment of the customer's bill is warranted, the amount of the bill will be determined based on an average for the billing period for the last four (4) months before the leak occurred plus our water purchase rate per one thousand (1000) gallons used in excess of the average. If the customer does not have a four (4) month period to average, a lesser period may be used, but not less than two (2) months. A customer who does not have at least two (2) months bills to average for a leak adjustment will be required to pay one-half (1/2) of the bill reflecting the leak.

Adjustments on water bills will not be made for the following:

- a) **Premises left or abandoned without reasonable care for the plumbing system.**
- b) **Filling of swimming pools.**
- c) **Watering of lawns or gardens.**
- d) **When more than one service or house is on a meter.**
- e) **Any water meter/service 2" or larger.**
- f) **Any service receiving agriculture / commercial / industrial discount (for agricultural use only excluding irrigation.**

The leak adjustment does not include any other fees or service charges made to the account.

14. Discontinuance of Service (Cut-Offs)

Reasons for discontinuance of service:

- a) **Nonpayment of bill or other charges.**

- b) Partial payment of bill or other charges, except when a customer inadvertently fails to pay the gross amount, however, the balance due must be paid by the next cut-off date.
- c) Failure to comply with System rules, regulations, and policies.
- d) Any threat to public health on the customer's premises that may endanger other customers.
- e) Tampering with System equipment or stealing service.
- f) In the event that a customer adds or has added an additional residence on his one (1) tap.
- g) Customer has an amount past due from any previous service.

If the bill remains unpaid 10 days after the Gross Amount Due Date, service will be discontinued without any further notice.

In the event a customer who has been cutoff for nonpayment of service wishes to be reinstated as a current customer, they shall pay all cost for discontinuance of service to include a reconnect fee, past due charges, any applicable service fees and after hours fees.

In the event a customer who has been cutoff for nonpayment cuts the meter lock for the purpose of reinstating water service, said customer will be charged a cut lock fee and a tampering fee. Also, at this time the meter will be removed.

The System shall not disconnect the service to any customer on a life support system or dialysis machine. **It is the responsibility of the customer to notify the System in writing from their Physician if service discontinuance would be life threatening.** After notification, the System will red tag the customer's account and meter as an "Emergency Medical Service" to insure that the service is not cut off by System personnel or others.

If an emergency medical service customer cannot pay a bill or other charge, it shall be the customer's responsibility to find a social service or charitable group to assist the customer.

15. Multiple Connections to One (1) Meter

At no time shall there be more than one (1) residence connected to one (1) meter)

Authorized employees, representatives and contractors of the System shall have ready access to all properties served by the System at reasonable times for the purpose of reading meters, maintaining and inspecting lines and connections to the System (or believed to be connected to the System), observation, measurement,

sampling and testing as provided by the policies of the system and by state and federal law.

16. Theft of Service

Anyone found to be in violation of the theft of service policy will be subject to a tampering fee. Service will not be restored until all payments for the following are received by the System:

- a) Adjusted payment for utility service.
- b) Tampering fee.
- c) Reconnection fee and any other fees as deemed appropriate.
- d) The cost of damages to System property to include labor, equipment, overhead and replacement parts.

17. Shortages and Emergencies

The System cannot and does not guarantee either a sufficient supply or an adequate or uniform pressure, and shall not be liable for any damage or loss resulting from an inadequate or interrupted supply, from any pressure variations, or for damages from the resumption of service. The System may declare service restrictions during a period of shortage and emergencies.

18. Cross- Connections

No person shall cause a cross-connection, auxiliary intake, by-pass or inter-connection to be made, or allow one to exist for any purpose whatsoever; unless the construction and operation of same have been approved by the Tennessee Department of Public Health. The operation of such cross-connection, auxiliary intake, by-pass or inter-connection is at all times under the direct supervision of The Marshall County Board of Public Utilities System.

A System representative shall have the right to enter at any reasonable time any property served by a connection to the System's Public Water Supply for the purpose of inspecting the piping system or systems thereof for cross-connections, auxiliary intakes, by-passes or inter-connections. On request, the owner, lessee or occupant of any property so served shall furnish to the System any pertinent information regarding the piping system or systems on such property. The refusal of such information or refusal of access, when requested, shall be deemed evidence of the presence of cross-connections.

19. Water Line Extensions by the System

In the event the System shall see fit to extend any main line of its waterworks, the System shall, upon considering all circumstances, bear the cost of this extension.

20. Non-Participation in a Water Line Extension

Any applicant who lived on or owned property on a water line extension installed through a cost share program and who did not participate in the original water line extension (i.e. cost share), will pay an equal amount of all participants on the water line extension. This rule shall be enforced for a period of three (3) years for said waterline.

21. Subdivisions and Developers

In the event an individual wishes to extend/develop a water line at their own expense, the individual must adhere to the System's Subdivisions and Developers Policy.

The foregoing Rules and Regulations, the aforementioned Schedule of Rates and Charges and Organizational Data may be amended, modified, enlarged or otherwise changed at any time a majority of the Marshall County Board of Public Utilities deems necessary.

The System has, by proper resolution, adopted the foregoing Rules and Regulations for the Marshall County Board of Public Utilities of Marshall County, Tennessee, which resolution declares that if any section, paragraph, clause or provision of these Rules and Regulations shall be held to be invalid or in effective for any reason, the remainder of these Rules and Regulations shall remain in full force and effect.

22. Agricultural / Commercial / Industrial Discount

In order to qualify for an Agricultural / Commercial / Industrial Discount you must submit your **Schedule F** tax information or DUNN'S number no later than July 1st each year. All Agricultural / Commercial / Industrial Discounts are not eligible for any water leak abatements. Water is for Agricultural use only excluding irrigation.

23. BILL PAYMENT IN COINS:

The Marshall County Board of Public Utilities will not accept rolled or loose change for partial or full payment of water bills.

While U.S. coins are technically legal tender, there are limitations to the amount Marshall County Board of Public Utilities will accept. Federal law states that U.S. coins and currency are legal tender for all debts, public charges, taxes, and dues. However, the Marshall County Board of Public Utilities will set limits on the amount of coins they are willing to accept and may refuse to accept excessive amounts of coins. (Bd approved April 15, 2025)

MARSHALL COUNTY BOARD OF PUBLIC UTILITIES WATER RATES

Present Water Rates:
Effective February 1, 2026
Board Approved 1/20/26

Base Bill----- \$45.00

1 to 6,999 Gallons-----\$11.19 per. 1,000 gallons

7,000 to 12,000 Gallons-----\$13.19 per. 1,000 gallons

Over 12,000 Gallons-----\$18.19 per. 1,000 gallons

Agricultural / Commercial / Industrial
Water Rate

Agricultural Rate is for watering livestock, excludes irrigation of yards or crops

Base Bill----- \$45.00

Starting at 1 Gallon-----\$13.19 per. 1,000 gallons

Effective February 1, 2026
Board approved 1/20/26

Sewer Rate.....\$40.00 flat monthly fee
Board approved 7/1/2017

Plus: 9.25% State Sales Tax to be added.

Service Connection (water) Tap Fees:

$\frac{3}{4}$ inch-----\$3,200.00 (bd approved 3/17/26)

1 inch-----\$4,200.00

2 inch-----\$6,700.00 (bd approved 5/17/22)

Effective April 01, 2026
Board approved 3/17/26

Capacity Fee: $\frac{3}{4}$ " x $\frac{5}{8}$ " = \$2,500.00 added to each tap.

1" meter = \$6,250.00

2" meter = \$20,000.00

Effective 6/21/22

*Any tap over 1" is at the discretion Marshall Co. Board of Public Utilities.

Note: The cost of upgrade one tap size will be the difference in cost of the respective taps as stated above (i.e. Upgrade from a ¾ inch tap to a 2 inch tap will be an additional \$3,500.00).

Also added to all new tap fees there will be a \$50.00 service charge which is nonrefundable.

Fire Protection: Marshall County Board of Public Utilities does not Guarantee Fire Protection at any time, place or on any part of our water system. The hydrants are used to flush the water system and can ONLY be used by fire departments to refill their tanker trucks. Fire departments are not allowed to hook a hard suction fire line to any fire hydrant and pump water from it using a pumper truck.

Other Fees:

(updated 7/31/26)

Service Call Fee:	\$ 50.00 per call
Meter Replacement:	\$ 60.00 per meter or current cost
Meter Riser Resetter:	\$ 80.00 per reset or current cost
Theft Service:	\$150.00 per event (metered water w/no water service contract)
Returned Check Service Fee:	\$ 30.00 per returned check
Delinquent Fee:	\$ 40.00 (1 st of month)
Reconnection/Non-payment Fee:	\$ 25.00 per reconnect + \$50.00 service call (during business Hours only)
Cut Lock Fee:	\$ 50.00 per cut lock+ Tampering Fee or Theft of Service
Tampering Fee (Water Theft):	\$250.00 per occurrence
Late Payment Fee:	10.0% of water service
Meter Box & Lid Change out:	\$ 60.00 per box & lid or current cost
Meter Box Lid Change out:	\$ 25.00 per lid or current cost
Destruction of Property:	Cost of Equipment Replacement + Tampering Fee
Application Fee homeowners:	\$150.00 per connection
Application Fee renters:	\$200.00 per connection
Application Fee Ag/Comm./Ind	\$250.00 per connection
Tap Installment Fee:	\$ 10.00 per month (tap on credit)
Credit Card Fee:	\$ Credit Card Company adds fee
Sewer Tap Fee:	\$750.00 per connection
Capacity Fee:	added to each meter depending on tap size (Bd approved 6/21/22)
Reinspection Fee:	\$100.00 (per reinspection) to be paid before each reinspection (bd approved 6/21/22)

Note: All Fees are Subject to Change Without Notice.

(Due to the changing prices of all materials used)

ORGANIZATIONAL DATA

Administration: Chad Dennis: Director
: Asst. Superintendent
Gayle Miller: Operations Manger
Stacey Sharpe: Project Coordinator
Dee Dee Owens: Finance Officer

Organization: Marshall County Board of Public Utilities

Telephone: Office Hours: 931-359-6905, After Hours: 931-359-6905

Office Hours: *Monday-Friday, 8:00 A.M. - 4:00 P.M.*

Email Address: accounts@mcbpu.com

Office Address & Mailing: 624 West Commerce Street, Lewisburg, Tennessee 37091

Board Members:

Tony Beyer
Terry Dunivant
Terry Jackson
Mickey King, Chairman
Ray Wakefield

"MCBPU is an equal opportunity provider and employer"
To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S. W.,
Washington, D. C. 20250-9410

Amended: 7/15/25 board meeting

LIST OF IMPORTANT AND HELPFUL TELEPHONE NUMBERS

Here are a few telephone numbers to help make your move a little easier. This may not be all the companies available to you so please refer to your local telephone book for more listings.

Electric

Duck River Electric (Lewisburg)	931-359-2536
Duck River Electric (Chapel Hill)	931-364-4700

Natural Gas

Horton Hwy Utility Dist.	931-364-2283
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Propane Gas

Amerigas	931-359-2553
Petersburg Propane	931-659-9773
Heritage Propane	931-359-1987
Longview Gas	931-294-5882
Dowdle Gas Co.	931-684-7337
United Propane Gas	931-540-0600

Marshall Co. Gov't Offices

Animal Control	931-359-5948
Assessor Office	931-359-3239
Board of Education (Public Schools)	931-359-1581
Codes and Zoning Office	931-359-0567
County Clerk Office (Driver License, Car Tags, Marriage License)	931-359-1072
Election Office (Voting)	931-359-4894
Emergency Assistance	931-359-5810
Environmental & Solid Waste	931-359-0547
Forestry (Burn Permits)	931-270-2244
Health Dept.	931-359-1551
Public Transportation	931-359-1808
Register of Deeds (Records of property & Deeds)	931-359-4933
Trustee (Property Taxes)	931-359-4880
Veterans	931-359-5482

City Offices

Chapel Hill	931-364-7632
Cornersville	931-293-4482
Lewisburg	931-359-1544
Petersburg	931-359-9826

U.S. Post Offices

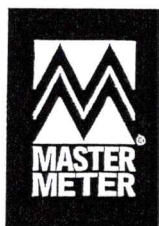
Belfast	931-276-2263
Chapel Hill	931-364-2681
Cornersville	931-293-2321
Lewisburg	931-359-3232
Petersburg	931-659-9228

County Garbage Collection

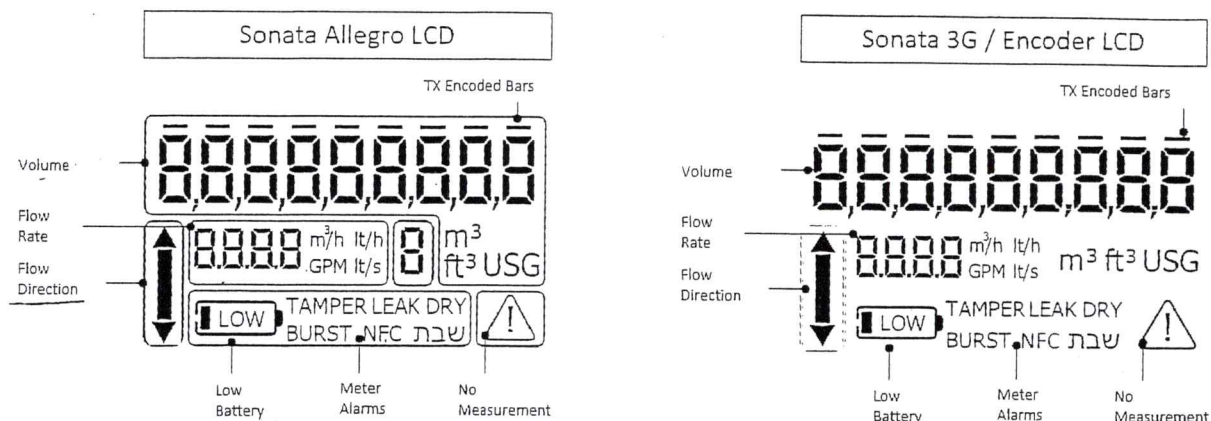
Allied/Republic	1-800-234-2363
Garbageman Inc.	931-540-0919
Volunteer Disposal	931-364-2468
Waste Management	931-359-9032

Telephone Providers

AT&T (Internet and Cable)	1-888-757-6500
TDS Telecom	931-293-7741
United (Internet and Cable)	931-364-2289



14 Sonata Display Appearance



15 Display Icons

The Sonata is provided with a 9-digit volume digital display factory programmed to your specifications. The LCD also has a 4-digit rate of flow indicator. At the time of order, you can select

- **Volume units:** US Gallons, Cubic Feet, or Cubic Meters.
- **Rate of Flow units:** US Gallons per Minute (GPM), Cubic Meters per Hour (M^3/h), or Liters per Second (lt/s). When US Gallons or Cubic Feet are selected for the Volume Consumption units, the Rate of Flow will be GPM.
- **Alarms:** Low Battery, Tamper, Leak, Dry Pipe, Burst Pipe, or Measurement Failure (as indicated by the triangle with the exclamation point on the lower right side of the LCD).
- **Notifications:** The NFC icon on the LCD will be illuminated when connected with an NFC programming cable. Shabbat/Sabbath mode, as indicated by Hebrew letters, is not supported in the North American Market.
- **Flow Direction** is represented by a bi-directional arrow. When no flow is being used, the two arrows will disappear, leaving a solid black bar as indicated in the image shown. When flow is being used, one of the two triangles will also darken creating what appears to be an arrow pointing in the direction flow is passing.
- **Network Status icon** (only available on the Sonata Allegro LCD) is located in the box to the right of the Rate of Flow and is represented by a seven-segment character. See the table below for an explanation of the symbols that may appear in this box.
- **Checksum:** When there is no flow through the meter, every 60 seconds the last four digits of the software checksum will display in the Flow Rate field for a duration of two seconds. Checksum is not displayed if the meter is registering flow.