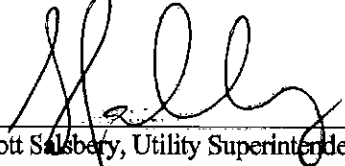


# City of Lawrence

## Water & Sewer Design & Construction Standards

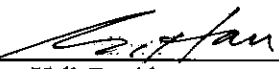
### Unit I – Policy and Procedures

Approved by City of Lawrence Utilities:

  
\_\_\_\_\_  
Scott Salsbery, Utility Superintendent

Date: 12/23/2019

Approved by Utility Services Board:

  
\_\_\_\_\_  
Steve Hall, President

Date: 12-23-2019

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**SECTION 1****SANITARY SEWER CONNECTIONS****1.01 GENERAL**

Listed below is information regarding costs, material specifications, installation details and inspection procedures for connecting to City of Lawrence sanitary sewers.

**1.02 COST**

Prior to connecting to the City's sanitary sewer, all tap fees, EDU charges, application fees, plan review fees, and inspection fees must be paid. These fees must be paid before work begins. Under certain circumstances, a deferred payment plan is available, and contact may be made to the Utility Director of Administration at (317) 524-6305 for details. In addition, the property owner is responsible for employing a contractor who is licensed, bonded, and insured in the City of Lawrence to connect the sewer lateral to the City sewer main.

**1.03 MATERIALS**

The property owner is responsible for the installation of the sewer lateral to connect to the City sewer main. The sewer lateral material may be gasketed slip-joint SDR35 pipe, Schedule 40 PVC, or Schedule 80 PVC pipe. Fittings may be glued fittings, using purple primer and clear glue. "Winter" glue (Whitlam PVC Cold Weather Cement or equal) must be used from November 1 through April 1. Gasketed fittings are also acceptable when installed to manufacturer's specifications. Pipe size may be either 4-inch or 6-inch diameter. To connect to the sewer lateral stub, a Fernco-style neoprene rubber connector using stainless steel bands, a rigid ("Shear Guard" or approved equal) coupling or a glued adapter may be used. If no stub exists, the property owner is responsible to make the connection to the City sewer main. A Fernco tapping saddle or PVC tapping sleeve (Y-connection) may be used. If SDR35 pipe is used, it must be bedded and backfilled with No. 8 or 9 stone. Backfill shall be placed in accordance with City DPW and Utility standard specifications. Frozen fill is not allowed. No 90-degree bends and no more than 270 degrees total bends are allowed in the line.

**1.04 INSTALLATION**

Laterals shall be a minimum of 18 inches deep at the building and four feet deep to within ten feet of the building (if lateral stub depth allows), with a minimum fall of 1/8 inch per foot for 6-inch pipe and 1/4 inch per foot for 4-inch pipe. Within the City right-of-way, the minimum pipe size shall be six inches. Any lateral constructed in or under a driveway, sidewalk, or within five feet of a roadway must use granular backfill conforming to City of Lawrence standards for material and installation. A clean-out shall be located between 1.5 and 3 feet off the building at bends and at a minimum spacing of 100 feet thereafter. The trench may not be backfilled until a representative of the utility has inspected it. The pipe shall be centered in the trench and trench walls may not be used for "blocking". If SDR 35 is used, the pipe must be bedded in No. 8 or 9 stone and backfilled with No. 8 or 9 stone to a minimum depth of 1-foot above the pipe. If Schedule 40 or Schedule 80 pipe is used, stone backfill is not required, but the trench floor must be smooth with no voids or high points. Any voids must be filled with No. 8 or 9 stone to provide a smooth pipe laying surface. The pipe shall be equipped its entire length with magnetic locating tape and/or a No. 10 gauge insulated locating wire. The tape shall be buried one to three feet above the pipe, shall wrap up and around clean-outs, and shall be exposed at the surface. The wire shall be attached directly to the pipe with plastic wire ties or duct tape and shall wrap up and around clean-outs. In some instances, the Utility Inspector may require additional cleanouts if it is determined they are needed in order to be able to effectively clean the line (for example, multiple bends used to plumb around structures, etc.).

Existing septic tanks are to be abandoned in conformance to Indiana State Board of Health and/or Marion County Health Department requirements. The following shall not be connected to either the lateral or the sanitary sewer main: foundation or footing drains; sump pumps with foundation drains connected; downspouts; heat pump discharge; or other sources of clear unpolluted water. Sources of polluted water, such as toilets, tubs, sinks, washing machines, and floor drains, shall connect to sanitary sewer.

**A. Grinder Pump Installations (Where Required)**

1. If a grinder pump installation is required due to lack of gravity sewer availability, the property owner shall be responsible for the purchase and installation of a grinder pump system.
2. The property owner shall also be responsible to maintain and operate the station in proper and reliable working order. Any spill resulting from the failure to maintain or repair the station is the responsibility of the property owner. All spills must be reported by the property owner to IDEM. The IDEM Spill Hotline Number is 317-233-7745 or 888-233-7745.
3. There are some installations in the City that are grandfathered that the City continues to maintain. However, if it becomes necessary to upgrade or replace the electrical supply to the station, the utility shall relocate the power supply to the property owner's house electrical supply system, or set a meter base in the property owner's yard per instruction from Indianapolis Power and Light. If a customer refuses to allow such corrective action to be taken by the utility, the property owner shall, at that point, assume full responsibility and liability for all issues regarding the station, including that of having a neighbor's house service tied to the station in the case of duplex pumps. The utility shall prepare a letter to that effect and send to the property owner(s) affected.
4. In cases where the utility maintains the installation, the grinder pump shall meet utility specifications for materials and installation.
5. In all cases, the point of connection to the public gravity main, manhole, or force main shall meet utility specifications.
6. Grinder pump installations shall meet all applicable local, state, and federal laws and requirements.
7. The Utility reserves the right, upon showing good cause, to discontinue maintenance of any grinder pump system previously maintained and/or grandfathered.

**B. Grease Traps/Interceptors, Grit Traps (Where Required)**

1. Section 5-1-1-4 (G) of the City of Lawrence Municipal Code is hereby incorporated into these requirements.
2. Any new structure falling under the guidelines of the City Code mentioned above will be required to install an appropriate device meeting applicable plumbing codes, State and local requirements.
3. Any business, group or organization that occupies an existing tenant space or other facility and adds equipment or services generating grit and sediments, fats, oils or greases shall be required

to install an appropriate device meeting applicable plumbing codes, State and local requirements.

4. Any grease trap/interceptor, grit trap and/or oil water separator installation requires that a permit be completed at time of plan review and approval. No approval will be issued until such time as the developer/contractor submits the application and plans and specifications for the device selected and it is determined to meet applicable plumbing codes, State and local requirements.
5. If a device or devices fail inspection by the Utility upon completion of installation, the Certificate of Occupancy may be withheld or water service disconnected to the structure served, depending on the circumstances.
6. The property owner/manager/tenant utilizing the device is responsible to maintain the device(s) in good working order at all times and shall be subject to random inspections during normal business hours by utility employees authorized to conduct such inspections. The Utility Inspector shall require that duly signed and certified cleaning logs/invoices be provided during the inspection.
7. The Marion County Health and Hospital Corporation is primarily responsible for inspection of food service-related grease traps/grease interceptors. Any complaints reported to the City of Lawrence regarding such devices, or problems discovered in the field related to such devices, shall be reported immediately to the Marion County Health and Hospital Corporation for enforcement action.
8. Failure to maintain the device(s) to properly function may result in disconnection of water service to the property.

#### 1.04 (C) Minimum elevations for gravity connections

1. A sanitary sewer permit will not be granted to homes or buildings where the lowest floor to have gravity sanitary service is less than one foot above the top of the manhole casting elevation of the nearest upstream or downstream manhole. If this condition cannot be met due to the natural topography of the area, then an ejector pump or grinder pump shall be installed. The pump system may serve only the floor elevation that does not meet the minimum elevation requirement while the other floors which meet the requirement may be served by gravity. Ejector and grinder pump systems may also serve all the floors in the home or building. The property owner shall be responsible for the installation, operation and maintenance of the ejector or grinder pump system.

The utility office must be given 24 hours advance notice for a lateral inspection. A minimum of two hours' notice shall be given to the utility office when a scheduled sewer inspection is to be rescheduled or cancelled. Failure to make such notification will result in a \$50.00 re-inspection charge to the contractor that must be paid prior to another inspection being performed. Call 542-0511 Monday through Friday, between 8:00 am and 4:30 pm, to schedule an inspection, reschedule an inspection, or cancel an inspection.

The trench may not be backfilled until a Utility Inspector has inspected it. The utility reserves the right to require the pipe to be uncovered if backfilling has occurred prior to inspection. The City may also require the lateral to be

inspected by a lateral camera system and that a DVD or disc of the inspection be provided to the Utility in lieu of excavation.

The property owner is responsible for employing a contractor who is licensed, bonded, and insured with the City of Lawrence in order to make the tap and install all pipe and appurtenances required to make the connection.

The property owner is responsible for all maintenance, repair and replacement of the building sewer line from the property line to the point of connection with the public main.

Note: For construction of new public mains, manholes, lift stations, and other public sanitary sewer infrastructure, see the utility Standard Specifications for the Design and Construction of Sanitary Sewers.

### **1.06 SANITARY SEWER REPAIR/REPLACEMENT OR RELOCATION**

Permits are required to be obtained prior to the repair, replacement or relocation of any sanitary sewer lateral connected to the City's sanitary sewer system. Permits applications are to be obtained at the City's DPW Office located at: 9001 East 59<sup>th</sup> Street, Suite 300. Application fees are due at time application is made. The applicant must submit a drawing showing the location of existing and proposed structures and utilities on the site, nature and methods proposed to perform the work and materials to be used. See Section 1.03 for approved materials and installation requirements.

The City of Lawrence Utility does allow the rehabilitation of sanitary sewer laterals utilizing pipe-bursting and lining technologies and their appropriate materials.

In order for any repairs made using pipe-bursting or lining technologies to be approved, the contractor is required to submit video documentation of the repair on DVD to the utility. The CCTV inspection shall be performed of the entire lateral from the cleanout located by the structure to the point of connection to the public main. The Utility may not issue approval if the inspection video indicates that the repair is defective.

If the contractor has only performed a "point repair" utilizing a sectional liner, the CCTV inspection must be made from the cleanout to a point no less than 2-feet beyond the repaired section.

**SECTION 2**

**RESIDENTIAL WATER SERVICE CONNECTIONS**

**2.00 GENERAL**

All residential meters shall be located in meter pits at the property line. All meter pits shall have a curb stop and box installed immediately upstream of the meter pit.

**2.01 COST**

Prior to connecting to the City's water system, all EDU fees, tap fees, application fees, plan review and inspection fees must be paid. All fees must be paid prior to any work being performed. Under certain circumstances, a deferred payment plan is available, and contact may be made to the Utility Director of Administration at (317) 524-6305 for details. In addition, the property owner is responsible for employing a Lawrence-licensed, bonded, and insured contractor as required to excavate for the tap and to install the service line and appurtenances into the building.

**2.02 MATERIALS**

The contractor must complete and submit a "Plumbers Permit" at the Utility Business Office prior to performing the installation. There is no cost for this permit. Water lines shall be "k" copper or copper tube size water-grade PE pipe meeting the latest applicable AWWA standards. PE pipe is preferred, but both PE pipe and copper will be accepted. No other pipe materials will be accepted. Plastic pipe shall be Class 200 PE pipe with stainless steel inserts and compression fittings. A No. 10 insulated copper locator wire shall be attached to the top of the pipe at the tap on the main, and looped around the outside of the curb stop box or wrapped around the supply side of the meter yoke. The wire shall be attached to the water line every ten feet with nylon ties or duct tape. Copper service lines do not require a tracer wire.

If a meter pit is installed, the meter setter shall be installed so as to provide for the horizontal centerline of the meter to be a minimum of 12-inches below grade (not below the pit lid) and no more than 18-inches below grade. The meter setter shall be installed in such a manner as to not allow the meter to easily move around inside the pit and also so that utility service personnel may easily access the meter for removal and replacement. There must be room either side of the meter to allow for pipe wrench or channel locks to be used without the meter moving around freely.

Contractors boring water service lines across roadways must use copper tube size water-grade PE pipe meeting the latest applicable AWWA standards. The pipe shall be installed with a minimum of two (2) #10 gauge locate wires attached to the pipe for locating purposes and the locate wires shall be attached as described above. All service piping in the public right-of-way and that the utility is responsible to maintain shall be .75, 1.0 or 2.0-inch diameter pipe.

If a contractor is performing a point repair on an existing water service line, the same pipe material should be used for the repair as is found. If the entire service line must be replaced, the new service line shall be copper tubing size PE pipe meeting the same installation guidelines noted above.



### 2.03 INSTALLATION

A wet tap is always required on active mains. The Utility Inspector may require the use of a tapping saddle for PVC water main taps, as opposed to a direct drill into the main. Minimum service line cover is 4.5 feet. Service lines that are bored will be held to reasonable depths at the point of connection to the public main. If, in the opinion of the Utility Inspector, a service line comes in too deep at the main, the Utility Inspector shall have the authority to require the bore to be redone. All exposed water main and service line pipes at the main connection side are to be backfilled with sand to a minimum of 2-feet above the highest point in the service line. Granular backfill must be used under and within five feet of pavement and under existing and proposed sidewalk areas.

For scheduling the wet tap and inspections, call (317) 542-0511. The water line and connections in the trench must be inspected prior to backfill. The plumbing contractor may operate curb stops to turn on water. **UNDER NO CIRCUMSTANCES** are contractor personnel allowed to operate main line water valves. Contact the utility 48 hours in advance at (317) 542-0511 to arrange for account billing and to schedule the tap.

In addition, the property owner is responsible for employing a contractor licensed, bonded, and insured with the City of Lawrence to make the tap, install all pipe and appurtenances including the meter pit or vault, and install the service line into the building. Only utility employees are allowed to set the meter.

### 2.04 INSPECTION

The utility must be given 24 hours' notice for all required inspections.

**A.** Call the utility office at (317) 542-0511 Monday through Friday between 8:00 a.m. and 4:30 p.m. to schedule an inspection, reschedule an inspection, or cancel an inspection.

**B.** The utility office must be given 24 hours advance notice for an inspection. A minimum of two hours' notice shall be given to the utility office when a scheduled inspection is to be rescheduled or cancelled. Failure to make such notification will result in a \$50.00 re-inspection charge to the contractor that must be paid prior to another inspection being performed. Call 542-0511 Monday through Friday, between 8:00 am and 4:30 pm, to schedule an inspection, reschedule an inspection, or cancel an inspection.

**C.** A utility inspector must be present during all wet tap procedures.

**D.** Inspector must inspect the installation prior to backfill.

### 2.05 WATER QUALITY

Service lines from the corporation stop to the meter yoke are to be flushed clean of debris prior to setting the meter. The owner/plumbing contractor is responsible for leakage testing and disinfection of water service lines.

Please contact the operations branch of the utility at (317) 524-6301 concerning any questions you have about the installation of water lines and connections to the City water system.

**2.06 COLD WEATHER TAPPING**

Lawrence Utilities will not allow potable water mains to be exposed for tapping unless the ambient air temperature is 32 degrees Fahrenheit or higher for PVC or HDPE mains, and 25 degrees Fahrenheit or higher for Cast or Ductile Iron mains.

Taps must be scheduled to meet these temperature requirements.

**2.07 PROTECTION FROM FREEZING and OTHER DAMAGE**

The property owner or the occupant of a residential structure is responsible for protecting meters and associated plumbing located inside the structure, including a garage, from damage due to freezing temperatures. Adequate measures should be taken to protect the meter and associated plumbing from freezing. The cost of replacement meters damaged due to freezing shall be charged to the property owner or occupant for all inside meter sets.

For all new residential construction, the builder is responsible to ensure that a meter installed in a meter pit outside is adequately protected from freezing. The cost of replacement meters shall be charged to the builder or account holder, if the property transferred ownership, during the 1-year warranty period following the setting and/or activation of a meter for service.

The property owner or occupant of a residential structure shall be charged a replacement meter charge when it is shown that the property owner or occupant failed to properly protect the meter from freezing. The property owner or occupant is responsible to ensure that meter pit lids are properly closed and secured, are at proper grade and that the pit itself is not structurally damaged so as to allow the infiltration of cold air/freezing temperatures. If it is determined that utility personnel accessing the meter for whatever reason failed to properly close and secure the lid, the utility shall be responsible for any damages resulting from freezing, either to the meter or to the plumbing and/or fittings inside the meter pit.

### SECTION 3

#### COMMERCIAL WATER SERVICE CONNECTIONS

##### 3.00 GENERAL

For all commercial water taps, plan review and approval services are provided by the utility and all new connections must be approved by the utility. The utility or its authorized agent will inspect all new water mains and services that are installed in the City of Lawrence. For all commercial domestic and fire lines, the property owner is responsible to repair, replace and maintain the line and appurtenances, including the meter pit or vault, from the point of connection with the public main to the structure, except the meter. All service lines must be equipped with shut off valves located at the property line. If a line that is being repaired, replaced or relocated does not have a valve at the property line, the utility will require that one be installed as part of the project. The utility will assist the contractor to perform a shutout in order to effect the installation.

##### 3.01 COST

Prior to connecting to the City's water system, all EDU fees, tap fees, plan review fees, application fees, and inspection fees must be paid in full. Fees shall be determined at the plan review and approval phase and fee summary sheets sent to the developer and the billing/accounts department of the utility.

The meter cost will be determined by the utility and is paid with other permit fees. Meters shall be located in pits or vaults at the property line unless an inside installation is specifically approved by the utility. Commercial facilities utilizing a ¾ or 1-inch service shall use the EZ Setter style meter pit, or approved equal. Meter pits or vaults for installations larger than a 1-inch meter shall be approved on a case by case basis during the plan review and approval process.

All multi-family projects, including trailer parks, are required to have a master meter. If a master meter installation is equipped with a Post Indicator Valve (PIV), the commercial property owner is responsible for maintaining the PIV in proper working order.

In addition, the property owner is responsible for employing a contractor licensed, bonded, and insured with the City of Lawrence to make the tap, install all pipe and appurtenances including the meter pit or vault, and install the service line into the building. Only utility employees are allowed to set the meter.

##### 3.02 MATERIALS

For commercial projects, the property owner/developer or their contractor is responsible for all material and labor required to provide water service, including the wet tap. All pipe and appurtenances in the public right-of-way or dedicated easements shall be per the approved plans and specifications as approved by the utility. The utility will set the meters and will be responsible to procure the meter once the meter fees have been paid by the owner. The meter setter shall have locking stop valves on either side of the meter and a lockable by-pass valve.

##### 3.03 INSTALLATION

A wet tap is required on active mains utilizing a corporation stop and curb stop with box and lid for 2-inch or smaller service lines or a gate valve for 3-inch or larger service lines as per plans. For wet taps three inches or larger, the tapping saddle and valve must pass a pressure test per manufacturers recommendations. The Utility Inspector may require the use of a tapping saddle for PVC water main taps, as opposed to a direct drill into the main.

Minimum service line cover is 4.5 feet. Service lines that are bored will be held to reasonable depths at the point of connection to the public main. If, in the opinion of the Utility Inspector, a service line comes in too deep at the main, the Utility Inspector shall have the authority to require the bore to be redone. All exposed water main and service line pipes at the main connection side are to be backfilled with sand to a minimum of 2-feet above the highest point in the service line.

An approved Reduced Pressure Zone backflow device is required on all commercial domestic service lines. Fire lines connected to the public water supply require the installation of an approved double detector check backflow device (see Backflow, Section 14). See project plans for details regarding specific layout and devices to be used. Plumbing contractor may operate curb stops to turn on water. **UNDER NO CIRCUMSTANCES** are contractor personnel allowed to operate main line water valves. Contact the utility 48 hours in advance at (317) 542-0511 to arrange for account billing and to schedule inspections. Granular backfill must be used under and within five feet of pavement and under existing and proposed sidewalk areas.

### **3.04 INSPECTION**

The utility must be given 48 hours' notice for all required inspections.

**A.** Please call the utility office at (317) 542-0511 Monday through Friday between 8:00 a.m. and 5:00 p.m. to schedule all inspections.

**B.** A utility inspector must be present during all wet tap procedures.

**C.** The utility inspector must inspect the installation prior to backfill.

**D.** The property owner is responsible for employing a contractor licensed, bonded, and insured with the City of Lawrence to make the tap, install all pipe and appurtenances including the meter pit or vault, and install the service line into the building. Only utility employees are allowed to set the meter.

### **3.05 WATER QUALITY**

Service lines from the corporation stop to the meter yoke are to be flushed clean of debris prior to setting the meter. The owner/plumbing contractor is responsible for flushing, leakage testing, and disinfection of all private domestic and fire lines. The contractor is responsible for pulling any required bacteriological samples and having them tested. The utility inspector shall be responsible to transport the bacteriological samples to the lab. The contractor shall be responsible for all testing charges. A utility inspector shall witness all leakage tests, water line bacteriological sampling, and operate valves for filling and flushing operations. The contractor is responsible for all repair/replacement work required due to failure of system to pass leak test or bacteriological samples. All work to be performed by the utility shall be scheduled by the utility inspector.

Please contact the utility at (317) 524-6301 concerning any questions you have about the installation of water lines and connections to the City water system.

### 3.06 COLD WEATHER TAPPING

Lawrence Utilities will not allow potable water mains to be exposed for tapping unless the ambient air temperature is 32 degrees Fahrenheit or higher for PVC or HDPE mains, and 25 degrees Fahrenheit or higher for Cast or Ductile Iron mains.

Taps must be scheduled to meet these temperature requirements.

### 3.07 PROTECTION FROM FREEZING

The property owner or occupant is responsible for protecting the meter and associated plumbing from damage due to freezing temperatures. Adequate measures should be taken to protect the meter and meter pit plumbing from freezing. These measures include ensuring the meter is at the required depth (18 to 24-inches below final grade) and insulation from the cold, such as concrete blankets used for protecting new concrete or straw.

Failure to protect meters and meter pit fittings from freezing will result in the property owner or occupant being charged for the replacement meter(s). New meters will not be set until all damaged plumbing is repaired to LU standards and prevailing plumbing codes.

**SECTION 4**

**RESIDENTIAL WATER SERVICE MAINTENANCE/REPAIR/  
REPLACEMENT RESPONSIBILITIES**

**4.00 GENERAL**

**1. OUTSIDE METER PIT INSTALLATIONS**

- A.** The utility shall be responsible for the service line from the main up to the meter, including the angled stop valve.
- B.** The homeowner or property owner shall be responsible for the service line from the customer side of the meter to the structure.
- C.** Responsibility for the meter pit being maintained at proper grade and properly closing ring and lid assembly is the customers responsibility.
- D.** If an owner-initiated project requires a meter pit or curb stop and box be moved, raised, or lowered to facilitate new construction or remodeling, the property owner is responsible to engage a Lawrence-licensed and insured contractor to perform the work. A utility inspector will inspect the work upon completion.
- E.** The homeowner, property owner, or their contractor shall have the right to turn off the water in the pit in the event of an emergency. If the pit or plumbing is damaged as a result of this activity, the owner shall be responsible for the repairs.
- F.** The utility shall set the meter after the installation passes inspection and all fees are paid in full. If the meter becomes damaged or broken as a result of property owner or contractor negligence or tampering, the cost of the replacement meter shall be charged to the account holder.
- G.** The curb stop shall be located at the property line, no more than 18 inches upstream of the meter pit if there is a meter pit. Although the curb stop and box are the Utility's, there shall be no liability on the part of the Utility should the curb stop fail to work or become inaccessible over time; which may be due to property owner changes such as landscaping work, driveway or sidewalk additions or damages from third parties working on the customer's property. Having a curb stop does not relieve the customer of the responsibility for having a properly functioning inside shut off on their main incoming water line.
- H.** In situations where prolonged freezing weather has resulted in numerous frozen services, the Utility will respond on the basis of the order in which calls were received in the office. The Utility will not attempt to thaw frozen services after normal business hours during emergency operations. The customer must take appropriate measures to protect the meter from freezing. If the customer attempts to thaw a frozen meter and damages the meter or any of the plumbing inside the meter pit, the customer shall be responsible for repair or replacement costs.

**2. EXISTING INSIDE METER INSTALLATIONS**

- A.** The utility shall be responsible for the service line from the main up to and including the curb stop and box on existing inside meter installations.

- B.** Inside meter installations are not permitted in the City of Lawrence, except by obtaining a waiver from this rule, which may be granted at the discretion of the utility.
- C.** The property owner shall be responsible for the service line from the customer side of the curb stop to the house and for all interior plumbing, including the meter setter, for all inside meter installations.
- D.** In the event of remodeling, the customer must contact the utility to have the meter removed and reset (if required) once the new plumbing is installed and inspected. Generally, the utility will require the meter to be relocated outside to a meter pit in these cases. In addition, the property owner may elect to relocate the meter outside in a meter pit meeting Lawrence Utility Standards.
- E.** The homeowner or property owner or their contractor shall have the right to turn off the water at the curb stop in the event of an emergency. If the stop or box is damaged as a result of this activity, the homeowner or property owner shall be responsible for the repairs.
- F.** The curb stop shall be located at the property line.
- G.** If an inside meter is approved, the meter shall be installed so as to be safely and easily accessible to service personnel and have sufficient room to test, repair, and/or replace the meter.
- H.** The utility shall set the initial meter. If the meter becomes damaged or broken as a result of account holder or contractor negligence or tampering, including freezing of the meter resulting in breakage of the meter, the cost of the replacement meter shall be charged to the account holder.
- I.** If the utility discovers a leak on the customer's side of the service they shall inform the property owner and a 2-week period will be allowed to the property owner to make repairs. If the leak has not been repaired within two weeks, the utility may disconnect the service until repairs are made.
- J.** The property owner, tenant or their contractor are not permitted to remove or otherwise tamper with the meter. Doing so may result in a tamper charge being placed on the utility bill.

**SECTION 5**

**COMMERCIAL WATER SERVICE MAINTENANCE/  
REPAIR/REPLACEMENT RESPONSIBILITIES**

**5.00 GENERAL**

**1. METER PIT OR VAULT INSTALLATIONS**

**A.** Owner shall be responsible for the maintenance, repair and replacement of the service line and appurtenances from the point of connection to the public main to the structure, except the meter.

**B.** Utility service personnel shall set the meter(s).

**C.** Utility service personnel shall have access to meter pits/vaults during the normal course of their duties during normal working hours.

**D.** Installations shall be done per the approved plans as approved by the utility.

**E.** If the utility discovers a leak on the service line, the Utility shall inform the property owner and a reasonable period, usually one week, will be allowed for the property owner to make repairs. If the leak has not been repaired within the time period allotted, the utility may disconnect the service until repairs are made.

**F.** If a meter becomes damaged or broken as a result of account holder or contractor negligence or tampering, including freezing of the meter resulting in breakage of the meter, the cost of the replacement meter shall be charged to the account.

**2. INSIDE METER INSTALLATIONS**

**A.** Meters two inches and larger may, with utility approval, be installed inside the structure in a utility room which shall be accessible to utility service personnel during the normal course of their duties during normal working hours.

**B.** Owner shall be responsible for the service line from the point of connection to the public main to the structure, including all appurtenances except the meter.

**C.** Installations shall be done per the approved plans as approved by the utility.

**D.** If the utility discovers a leak on the service line, they shall inform the property owner and a reasonable period, usually one week, will be allowed for the property owner to make repairs. If the leak has not been repaired within the time period allotted, the utility may disconnect the service until repairs are made.

**E.** If a meter becomes damaged or broken as a result of account holder or contractor negligence or tampering, including freezing of the meter resulting in breakage of the meter, the cost of the replacement meter shall be charged to the account.



**SECTION 6**

**WATER MAIN TAPPING FOR NEW SERVICE CONNECTIONS/MAIN EXTENSIONS**

**6.00 GENERAL**

**1. RESIDENTIAL**

**A.** Once a main has been cleared for tapping by the utility, contractors may apply for a plumbers tapping permit from the utility.

**B.** The Business Office personnel will schedule the tap. The contractor must allow a 48-hour lead-time for scheduling taps. The contractor must call (317) 542-0511 to schedule taps.

**C.** The contractor shall have the excavation prepared in advance. Minimum opening is 5'x5'. Depths greater than five feet will require shoring per OSHA Standards and a ladder shall be provided for ingress/egress. The main shall be exposed and cleaned around the entire circumference of the pipe at the tap location. Tap shall not be located within two feet of a pipe joint, fitting, or repair clamp. Pipe shall be clear of any pitting and/or corrosion in the tap area. Utility personnel shall reserve the right to refuse to tap in any excavation that does not meet minimum safety or other requirements as established by OSHA and the Utility.

**D.** Contractor shall be responsible for the leak testing, flushing, and disinfecting of the service line.

**E.** Owner shall be responsible to establish the account for the service and request meter installation.

**F.** No meter shall be installed until an account has been established. The Utility will set all meters.

**G.** The property owner is responsible for all labor and materials required to connect to the public main.

**H.** In some instances, the Utility may allow a contractor to perform the tap, provided the Utility has satisfied itself that the contractor performing the tap is qualified to do so. The Utility Inspector/Service Tech may refuse to allow the tap if, in the opinion of the Inspector/Service Tech, the excavation may compromise the integrity of the public main or the Utility's tapping equipment or, if the Inspector/Service Tech cannot verify the condition of the main and verify minimum distance from fittings, repair clamps or pipe joints.

**2. COMMERCIAL**

**A.** The contractor is responsible to provide all parts and labor, per the approved plans, for all commercial installations. All taps require a 48-hour notice for scheduling inspections.

**B.** No taps will be permitted without the payment of all fees by the contractor/owner.

**C.** Contractor must provide copies of all required permits in order to perform the work. This includes DMD, INDOT, and local government permits.

- D. Tapping saddle and valve, for taps three inches in diameter and larger, shall pass a pressure test per manufacturers recommendations prior to proceeding with the tap. The utility inspector must be present for the pressure test.
- E. Contractor is responsible for flushing, disinfection, and leakage testing on all commercial service and fire lines. The contractor is responsible to obtain water samples for testing under the supervision of the utility inspector on the job. The inspector shall transport the samples to the lab for testing. The contractor is responsible for all testing fees. Upon receipt of satisfactory test results, utility shall place the line in service.
- F. Permanent water service shall not be provided until an account has been established and all required backflow device testing is performed and test results provided to the utility.
- G. The contractor/owner is responsible to arrange for the tap and supply all parts and materials for the tap and service line or main installation.

## SECTION 7

### HYDRANT METERS

#### 7.00 GENERAL

- A. Contractors or individuals may obtain hydrant meters for various tasks such as, but not limited to, filling pools and water tankers. Hydrant meters are required for all persons or entities (other than the utility or City of Lawrence) desiring to use public or unmetered private fire hydrants.
- B. The meter shall be obtained at Utility Business Office, 9201 Harrison Park Ct. Contract will be completed and a check for \$275.00 is required. The \$275.00 is broken down as follows: \$200.00 security deposit (refundable) and \$75.00 connection fee (non-refundable). The initial meter reading will be documented prior to use. When the meter is returned to the office, a final reading will be obtained. When the meter is returned, the Business Office will generate the final bill and apply the security deposit to the account. If a refund is due the check request will be generated and if the customer still has a balance due the invoice will be mailed.
- C. The user of the meter shall notify the utility at (317) 542-0511 24 hours prior to using the meter. The time and place of usage, as well as the approximate flow rate, shall be provided to the utility operations branch. The utility reserves the right to restrict, deny, or postpone usage at their discretion.
- D. The person or entity renting a hydrant meter shall be responsible to comply with 327 IAC 8-10-1 (Rule 10) with regard to cross-connection control/backflow protection.
- E. In order to receive a hydrant meter to fill tanker trucks or portable water storage tanks, the applicant for the hydrant meter shall bring the truck and/or storage tanks to the utility's operations center in order to have the air gap or other backflow/back siphonage prevention device checked and certified for compliance to 327 IAC 8-10-8. Once an air gap or other device has been certified in this manner, the certification shall be valid for one (1) year from the date of certification. A letter of certification shall be provided by the utility and the owner is required to keep the certification with the unit certified. A backflow device testing fee shall be charged for this service.

The Utility will accept certifications from other certified testers as long as the test certification is current at time application is made.

**F.** Failure to report the monthly reading by the 30<sup>th</sup> of each month via fax to (317-549-4842) will result in the application of a late reporting fee as provided for in Ordinance 9, 2012.

**G.** The applicant shall be charged the cost of replacement of the meter plus a 25% administration and overhead charge for any damaged or lost meter, per Ordinance 9, 2012.

## SECTION 8

### PRIVATELY OWNED AND OPERATED MAINS AND HYDRANTS

#### 8.00 GENERAL

**A.** Water mains and appurtenances, including main valves and fire hydrants supplying water for domestic and/or fire suppression purposes to a commercial property is considered private and is the responsibility of the property owner for maintenance and repair, replacement or relocation.

**B.** The determination as to whether or not a water main will be a public or private main shall be made during the plan review and approval process.

**C.** Private fire hydrants and fire service lines shall be charged monthly fees per City Ordinance 15, 2008.

**D.** All private fire hydrants shall be painted red.

**E.** All private water distribution systems shall be located in easements that shall run with the property with regard to property transfer of ownership.

## SECTION 9

### LINE LOCATIONS

#### 9.00 GENERAL

**A.** Requests for water line locations must be called in to the Indiana Underground Plant Protection Services (Indiana 811).

**B.** Line locations cover only those mains and service lines located in the public right-of-way. Mains or service lines on private property are the responsibility of the property owner and/or contractor.

**SECTION 10**

**METER CALIBRATION AND REPLACEMENT**

**10.00 GENERAL**

**A.** The property owner may, at any time during normal working hours, request a meter be checked for calibration. Service personnel will schedule a time to perform said test, and the property owner or authorized representative is required to be present for the test.

**B.** The utility shall reserve the right to perform a calibration check on any meter suspected of over or under registering. If a meter is found to be under or over registering, it shall be recalibrated or replaced by the utility.

**C.** The Utility reserves the right to change a customer's meter at any time during normal business hours. If this is done at the Utility's discretion, there shall be no charge to the customer for the new meter.

**D.** If a meter has to be changed because the meter has failed or readings cannot be obtained, and it is determined that the problem is due to tampering, the property owner or occupant shall be charged a tampering fee per Ordinance No. 7, 2017.

**E.** In cases where a meter was determined to be over or under-registering, the utility will calculate credits or additional billings to a customer account per USB Resolution 2009-10.

**SECTION 11**

**FIRE SERVICE LINES**

**11.00 GENERAL**

**A.** Fire service lines shall be installed per plans as approved by the Utility. Contractor shall be responsible to perform disinfection, leakage testing, and flushing on the installation. The utility will operate valves for flushing and filling of the lines. A utility inspector shall observe the tests. Contractor is required to take the required bacteriological sample(s) and the utility inspector will transport the sample to the laboratory.

**B.** The owner is responsible for the fire line and all appurtenances thereto from the public main to the structure. Fire service lines shall have a post indicator valve and fire department connection (Siamese connector) installed per the approved plans and per the direction of the City of Lawrence Fire Department. The proper operation and maintenance of the Post Indicator Valve is the responsibility of the property owner.

**C.** Fire service lines shall be equipped with a double check detector valve backflow device. If the fire suppression system uses chemicals, a reduced-pressure zone backflow device shall be installed. The contractor shall be responsible to provide fittings as directed by a utility inspector in order to accommodate charging, flushing, and sampling requirements.

- D. The Utility will only deactivate a fire line account with a letter from the State Fire Marshal stating their approval of the deactivation or abandonment of the fire line.

## SECTION 12

### EMERGENCY SHUT-OFF

#### 12.00 GENERAL

A. Normal business hours are 8:00 am to 4:30 pm. The Utility has an on-call phone at (317-260-0220) for after-hours emergencies. When a call is received the customer will be informed that the utility charges \$35.00 per hour for emergency response. Minimum charge for a call-out is 1 hour.

1. If the technician's investigation determines that the problem rests with infrastructure which the Utility is responsible for, the customer will not be charged for the technician's time and they will be so informed.

2. If the technician's investigation determines that the problem is with the customer's plumbing, the customer shall be responsible to pay the \$35.00/hour rate for the time the technician spent on the call out, from the time the technician received the call to the time the response is concluded. All technician time will be documented on the work order.

B. If, due to the nature of the situation, the owner or his contractor determines they cannot wait for the technician to arrive to shut off a water service, they may access the meter pit or curb stop to shut off the water. However, they will be liable for any damage to the pit, valves, curb stops, boxes, etc., that may be caused by their activity.

C. The Utility will not reimburse charges incurred by a customer from calling a private plumber, regardless of whether the problem was found to be on the City's system or the property owners system. Customers are advised to always contact the Utility first in order to avoid plumber's charges if the problem is indeed on the City's system.

D. The Municipal Code defines the customer's responsibility for sewer laterals as that portion of the sewer line or "building drain" running from the structure to the point of connection with the public main.

E. It is the property owner's responsibility to have functioning water shut off valves located on the main service line entering the structure as well as branch lines to sinks, toilets, and tub/showers or other water using appliances. There is no guarantee that an outside shut off valve (curb stop) will be accessible or function properly in an emergency. Such devices are placed on the lines for convenience and strictly for the utility's use and are not intended to be the primary shut off for leaks located on the customer's plumbing. Due to the vast number of these outside shut offs, and because of activities on the customer's property which may result in the burial, damage or misalignment of access boxes that are outside of the utility's control, the utility simply cannot guarantee that these outside shut offs will be always accessible, or work, in an emergency. Thus, the utility shall not be liable for leak damages on or in customer's property due to the inability to access an outside shut off valve.

**SECTION 13**

**ABANDONING WATER AND SEWER SERVICES and REDEVELOPMENT**

**13.00 GENERAL**

**A.** Demolition permits are required for all water and/or sanitary sewer line cutting and capping. Permits must be applied for at the City of Lawrence DPW office located at 9001 East 59<sup>th</sup> Street, Suite 300. It is the responsibility of the property owner or their authorized agent/contractor to contact Lawrence Utilities once a permit is applied for with the exact nature and location of structures requiring service line disconnection. The property owner or their agent/contractor should not assume that the utility knows exactly which structures on a property are being demolished or require service disconnects for whatever reasons.

**B.** The utility typically performs all work associated with the abandoning of water and/or sewer service connections for residential service lines. However, if the property owner requires the cutting and capping work to be performed sooner than the utility is able to schedule the work, the property owner may perform the work with proper permitting through the City's DPW office and inspection by the Utility.

**C.** For commercial service lines, fire lines, or private hydrant laterals, the owner shall be responsible for the performance of the work. The utility shall determine and approve the location and methods of all such disconnection work at time of permit application/approval.

**D.** The utility may elect to have water and/or sanitary sewer services cut and capped at the property line if it is determined that the property will be re-developed. Service lines cut and capped at the property line shall be marked with stakes or other suitable marking devices for future locating.

**E.** For service lines that are cut and capped due to damages from causes such as fire or natural disasters, and where the intent of the owner is to rebuild a similar structure on the lot, the tap and EDU fees for the new construction shall be waived. The plan review, inspection and application fees will still apply. New construction resulting in larger demands/loading on the water and sewer systems may result in additional EDU and tap fees.

**F.** All work must be inspected by Lawrence Utilities prior to backfilling. The contractor must call the Business Office at (317) 542-0511 to schedule inspections at least 24-hours in advance. If an emergency inspection is required, the contractor must call the Utility On-Call phone at (317) 260-0220 for an inspection. After hours call out fees will be charged at \$35.00/hour.

SECTION 14

BACKFLOW/CROSS CONNECTION CONTROL/IRRIGATION SYSTEM POLICY

14.00 GENERAL

**A.** All commercial/industrial and/or fire service lines are required to comply with 327 IAC 8-10 (Rule 10) and with City of Lawrence Amended Resolution No. 1, 1996 (see appendix for USB Resolutions) on all projects within the City of Lawrence corporate limits.

**B.** Utility personnel will set the meter to allow water to be available for the test for new services. However, if the test fails, the utility may either lock the meter in the off position or remove the meter until another test can be performed. Under no circumstances will a service be turned on for normal use without a satisfactory test.

**C.** All residential domestic water service line installations require a check valve on the customer's side of the meter. The valve shall be brass, compression type and be sized for the line installed (Mueller H-14245 or approved equal).

**D.** The tester shall leave a tag affixed to the device indicating the date tested, tester's name and certification number, device type and size, model number and serial number. The tag shall also have a "DO NOT REMOVE TAG" warning. The tag shall be of a quality sufficient to withstand repeated handling and the ink shall be indelible.

**E.** The utility will send out one notification in advance to customers having backflow devices noted on their billing account(s). The test is due within fifteen (15) calendar days of the date of the letter of notification. Certified tests may be faxed to (317) 549-4842, attention: Cross Connection Control. They may also be mailed to: 9201 Harrison Park Court, Lawrence, IN 46216; Attn: Cross Connection Control. If the device is not tested within the deadline, the Utility's tester will schedule the device for testing and perform the test. The \$80.00 test fee (per device tested) will then be applied to the customer's account. If a customer has the test done after the deadline but before the Utility performs the test, and the customer does not notify the utility in order to prevent the Utility tester from coming out to test the device, the test fee will still be charged once the test is performed by the Utility tester.

**F.** Any person, business, contractor, governmental agency or other entity desiring to rent and use a hydrant meter from the utility shall be responsible to provide for compliance with the backflow/cross connection control rules in 327 IAC 8-10 (Rule 10). The utility will certify all air gaps for tanker trucks or other water/liquid storage devices. The certification shall be valid for one (1) year from the date of issuance by the utility. Any other backflow device that is required due to the nature of the proposed use or application of the meter shall be provided by the party renting the meter. A valid certified backflow test for the device must be provided to the utility at the time of rental.

**G.** For any customer with a backflow device who fails to meet the testing requirements after having been duly notified to do so, the Utility will perform the test and bill the account holder on their regular utility bill per Ordinance 9, 2012.

**IRRIGATION SYSTEMS - GENERAL**

**A.** A permit shall be required for the installation of any irrigation system. Payment of the permit and connection fees is due at the time the application is submitted. No permit will be issued unless all fees are paid in full.

**B.** All irrigation systems are required to have an approved backflow device installed on the system.

**C.** Plans shall be submitted with the permit application. Plans shall be reasonably scaled and drawn and shall show the entire property, right-of-way lines, existing utilities, structures, and all proposed system components. They shall also show the point of connection to the existing domestic service or public main.

**D.** All new irrigation systems will require the installation of a dual meter setter in the meter pit so that one side is for the domestic service and the other side is for the irrigation system. The owner is responsible for all costs associated with the installation including the dual meter setter, a new meter pit, ring and lid assembly and the additional meter for the irrigation system.

**E.** For irrigation systems being installed on a property where the existing domestic meter is located inside the structure, the owner shall be required to install the irrigation system on a separate dedicated tap and meter. Alternatively, the owner may elect to relocate the existing inside meter outside in a pit with a dual meter setter for both domestic and irrigation meters. In either case, the owner is responsible for all costs associated with the installation of the system and for meeting these metering requirements.

**F.** Tapping existing residential domestic service lines in the meter pit is not permitted.

**G.** The utility shall set the meter at the request of the contractor/owner after the installation has been inspected, the backflow device tested and a copy of the test report submitted.

**H.** Generally, no part of the irrigation system is permitted in the public right-of-way. However, the City may waive this requirement at its discretion. The owner is responsible to secure the waiver from the City prior to application for permit being made. Neither the utility nor the City of Lawrence shall be liable for any damages to irrigation systems if the irrigation system, or parts thereof, is installed in the public right-of-way. The contractor performing the work must obtain a right-of-way permit from the City of Lawrence for any work in the right-of-way.

For answers to any questions or situations not covered in this document, please contact the Business Office at (317) 542-0511.



Sample Backflow Device Tag:

BACKFLOW ASSEMBLY FIELD RECORD

DO NOT REMOVE TAG

DEVICE INFORMATION:

MODEL #: \_\_\_\_\_

SERIAL #: \_\_\_\_\_

TYPE: \_\_\_\_\_

SIZE: \_\_\_\_\_

LOCATION ADDRESS: \_\_\_\_\_

Tester Name: \_\_\_\_\_

Certificate #: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

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DO NOT REMOVE TAG

**SECTION 15**

**LAWRENCE UTILITIES BUSINESS OFFICE OPERATING PROCEDURES**

**GENERAL:**

Lawrence Utilities' Business Office is located at 9201 Harrison Park Ct. Lawrence, IN. 46216. A drive-up payment drop box is available at the west entrance of the parking lot. The following rules apply to Drop Box use:

- Payments left in the Drop Box must be check or money order.
- The customer shall not drop off cash payments at the Drop Box. The Utility will not be responsible for cash left in the Drop Box.
- Payments to restore water service must not be left in the Drop Box. These payments must be made inside the Business Office lobby so that a release can be signed for reconnection of water service.
- Payments left in the Drop Box with the intention of preventing water disconnection may not prevent disconnection.
- Payments are retrieved and processed at 8:00 a.m. daily, except Saturdays and Sundays.

Although the Utility's Business Office staff strives to answer all phone calls promptly and courteously, on high-volume call days, such as payment due dates and non-payment disconnect days, customers may receive a message stating that all customer service representatives are busy and will be asked to please try again later. All calls will be answered in the order received, assuming a customer service representative is available to answer the call.

Except for holidays, office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. The following Holidays will be observed unless otherwise provided for by official action of the City:

- New Year Day
- Martin Luther King Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Columbus Day
- Veterans Day
- Thanksgiving Day and the Friday after Thanksgiving Day
- Christmas Day

**A. PAYMENT METHODS:**

Payments may be made by:

- Check
- Cash
- Money Order
- On-line: Have your account number handy and pay with an electronic check, credit card (Visa, MasterCard or Discover) or debit card by visiting <http://www.cityoflawrence.org/billpay>

- Credit cards over the phone (no fee), payments processed after 8pm are subject to penalty.
- Credit card in person (no fee)
- E-billing

Payments can be withdrawn from a checking account, via ACH, on the due date. (Forms for the ACH can be obtained in the office or on the city's website at [www.cityoflawrence.org](http://www.cityoflawrence.org).)

Customers making payments in the Business Office will be provided a receipt. For credit card payments made over the phone, the customer will be given the confirmation number provided by the authorization service.

### **B. BILLING PROCEDURES AND DISCONNECT BILLS:**

Lawrence Utilities utilizes two billing cycles that are billed per the City Ordinance. The first cycle is billed on the 10<sup>th</sup> of each month with a payment due date on the 30<sup>th</sup> of each month. The second cycle is billed on the 25<sup>th</sup> of each month with a payment due date on the 15<sup>th</sup> of each month. These dates may change if the due date falls on the weekend or holiday. In order to avoid non-payment disconnection, the customer must pay the amount shown in arrears on the disconnect bill, which is the amount of the previous month's bill plus any late charges. The Business Office will not schedule disconnects on Friday's, Holidays or on the eve of a Holiday.

If a customer has missed a payment on a utility bill, the next month's bill will be issued as a disconnect bill. The disconnect bill is printed in red and will show, in the "Total Balance from Previous Bill" section, the amount due to avoid non-payment turn off. If the customer has not made arrangements (see Section 19 Extension policy below) or payment by the due date noted on the disconnect bill, the water service will be scheduled for disconnection one (1) day after the due date noted on the disconnect bill.

If water is turned off for non-payment, the customer must come into the office and make payment to bring the account current, and sign a release to get the service restored. Any person may make a payment on an account but, unless they are listed as the account holder or co-holder, the utility will not provide any account information. If the person making payment is not listed on the account as the account holder or co-holder, they cannot sign the release to have water service restored. Customers are required to pay in person at the Business Office in order that a Resume Service Form may be signed by the account holder or co-holder.

When a customer pays a disconnect bill at the Business Office, the utility will have water service restored the same day. The Business Office remains open until 5:30 on disconnect days to allow customers extra time to come in and pay their bill. However, the utility will not set a specific time to have the service restored. Services are restored in the same order in which the payments were received.

Multi Family unit disconnection of water service will be handled as follows: On the turn off date the Business Office staff will place a notice on the management's office door (providing the office is located within the complex) stating the date on which, if payment is not received, water service(s) will be disconnected. If the complex has no management office on site, then the utility staff will post the notice of disconnection on each building that will be affected. If payment is not received by the date on the posted notice, the Business Office staff will proceed to disconnect the service and notify the Marion County Health and Hospital Corporation of the action taken. Notification fees will be assessed to the account per Ordinance 9, 2012. Once payment is received water service will be restored.

Residential doubles with one outside shut off for both units will be treated as one-stop shut offs. After payment has been made service will be restored.

Service Technicians or other utility employees are not permitted to take payments from customers in person. All utility employees are issued a City ID card and are required to produce it when so requested. Any person requesting payment of utility bills in person at a customer's home or business should be denied and the incident immediately reported to the Lawrence Police Department and to the Business Office.

If a customer is placed on the non-payment turn off list for failure to make arrangements or pay their bill by the turn off date and the service technician arrives at the property to turn off the water, the service technician will proceed with the turn off. The Utility's service technician will not wait at the residence while a customer tries to resolve bill payment issues with the Business Office. If a customer has made payment on the day turn off is scheduled, and the Business Office was able to contact the service technician prior to the technician arriving at that address for disconnect, the water will not be turned off and the disconnect fee will not be charged to the customer's account.

### C. METER READING:

The Utility's goal is to read every meter monthly and to keep the number of estimated readings to a minimum. However, weather, equipment failure or staffing issues may require estimated readings to be made. Estimated readings are indicated on the bill with a letter "E" next to the reading.

All Lawrence Utility meter readers should be wearing clothing having Lawrence Utilities or City of Lawrence markings and shall be carrying their City ID card. If someone is accessing the meter pit or says they need to enter the residence in order to read the meter (if your meter is inside the house), they MUST be able to produce their City ID. If they cannot, you should not allow them entrance and should call the Lawrence Police immediately.

### D. TO SET UP A NEW ACCOUNT:

The following procedures are minimum requirements to establish NEW water, sewer and trash services in the City of Lawrence:

The following items are required in order to establish a billing account with Lawrence Utilities:

- A valid Social Security Number and birth date,
- A picture ID issued by local, state or federal government (such as a driver's license, state ID card, military ID card or passport)
- For resident legal immigrants or those holding a temporary work visa to work in the United States, a government issued Taxpayer Identification Number (TIN) will also be accepted.

The utility will perform a verification check on all social security and TIN numbers. Accounts will not be established for those persons who cannot provide a verifiable social security or TIN number or other identification as listed above. See Section L, Social Security Number Verification for further information on verification.

All property owners that contract with a property management company to manage a property on their behalf are required to submit the contract to the Business Office upon the execution and the termination of the contract. Property management companies will only be allowed to work on behalf of the property owner with a current contract on file. Property owners are still responsible for all sewer related charges for the said property.

If a customer who is a tenant of a rental property has recently been turned off for non-payment and subsequently a call is received by the Business Office to establish service at the same address under a new name, the person making the request will be required to provide a signed copy of the lease or rental agreement along with proper identification before new service will be established.

In the case of rental properties that are vacated leaving outstanding water, sewer and trash charges, the property owner is responsible for all sewer charges owed by tenants who have moved and left unpaid sewer bills. The property owner or tenant will not be permitted to reestablish water and sewer service at that property unless and until all outstanding sewer charges are paid in full. The tenant will not be permitted to reestablish service at any property within the City until all past due water, trash and sewer charges are paid in full, including any late charges (except sewer, if the property owner has already paid the past due sewer charges). The Utility will pursue collections with an independent collection agency for all unpaid charges against an account holder leaving unpaid charges. See Section 15, Collections, for more information on unpaid utility bills.

**E. TO TRANSFER AN EXISTING ACCOUNT TO A NEW ADDRESS WITHIN THE UTILITY'S SERVICE AREA:**

The customer must have the water, sewer and trash accounts for the address they are leaving or have left paid up to date before being permitted to establish service at a new address within the Utility's service area. If current, the procedures for setting up an account as described in Section D above will be followed.

**F. TO TERMINATE SERVICES:**

A customer may call or come to the Business Office in order to terminate existing service. The customer will be asked to verify the Social Security number and/or birth date before the turnoff is taken. Customers must supply a forwarding address for the final bill, and the date that the service is to be turned off.

**G. TO REQUEST A WORK ORDER:**

The following general services are offered by the Business Office at no charge and can often be scheduled for next day service. Customers desiring other services may discuss availability with the Business Office when requesting a work order.

- Turn Off/On
- Confirm Meter Reading (apart from regular monthly readings)
- Meter Accuracy Check (by customer request only)
- Check meter (for proper function)
- Lower and raise meter pit or curb stop box
- Repair curbstop

- Temporary Turnoff for repairs (scheduled for same day service; if called after hours to restore service, an OT charge will be added to account holders bill)

Note: The Utility does not provide interior plumbing leak investigation services and generally will not enter a customer's home or business for purposes of inspecting or repairing plumbing, fixtures or other water using appliances. Generally, the only time a Utility employee will enter a customer's home or business is to inspect, repair or replace a meter located inside the structure. Neither the City nor the Utility shall be responsible for a customer's following any advice or recommendations made by a Utility employee in regard to any issues regarding customer's interior plumbing.

In no case will a service technician or any other utility employee enter a customer's home without a resident of at least 18 years of age or a responsible adult designated as agent for the homeowner being present.

#### **H. BILLING ADJUSTMENTS:**

Lawrence Utilities Business Office staff may grant a leak adjustment for a residential customer on the sewer portion of their bill if the customer can show that the water did not discharge into the sanitary sewer. The Utility Business Office staff will follow USB Amended Resolution 4, 2010 Exhibit "A" when adjusting an account for leaks. In order to qualify for an adjustment, the customer must submit a letter to the Business Office stating the cause of the leak and the corrective action(s) taken to repair or stop the leak along with copies of any repair bills, invoices or statements.

Commercial accounts are not eligible for leak adjustments.

Lawrence Utilities residential customers are permitted one sewer adjustment per calendar year. However, the Utility Superintendent may waive this rule in the case where extenuating circumstances are presented and, upon review of said circumstances, the Superintendent deems that waiving the rule is justified.

#### **I. SUMMER RESIDENTIAL RATE ADJUSTMENT:**

Amended Ordinance # 4, 2010, allows for a reduced sewer rate for 4 months of each summer.

The residential sewage service billings based on metered water usage readings which occur in each of the months of June, July, August and September and which are billed in the months of July, August, September and October, respectively, of each year shall be based upon the average quantity of water metered during the water billing cycles ending in the months of February, March, April and May preceding the months of June, July, August and September. Averages resulting in fractions of 1,000 gallons shall be raised to the next whole thousand gallons in computing the billings for the months of June, July, August and September. There must have been metered water usage during each of the months of February, March, April and May for this average to become the baseline usage for the Summer Residential Rate Adjustment to be effective. For those residential customers who do not have water use average for the cycles ending in the months of February, March, April and May, the sewage service billing for the months of June, July, August and September shall be based on actual water usage or, at the option of the user, their base water usages for June, July, August and September shall be based upon two thousand (2,000) gallons usage per person upon the authenticated representation being made to the Utility Business Office of the number of persons then residing at the billing address.

**J. SCHEDULING TAPS AND INSPECTIONS FOR NEW SERVICES:**

After all fees for water and sewer connections have been paid by the owner or contractor, the utility will schedule water taps, and sewer inspections. There will be a specific time set to meet the contractor at the property to perform a water tap and/or sewer inspection. Once the tap is made and the meter set, a new account shall be established for billing. This account will be in the builder's name until the property is sold. The Builder shall be responsible for the water and sewer bills until such time as a change-over is requested to transfer responsibility to the new owner.

The utility will not perform a changeover unless and until the meter pit installation, including the curb stop and box, satisfactorily passes inspection; meaning the meter pit and curb stop box are at final grade, lids are intact and the shut off valves can be properly and easily accessed for operation. During the one-year warranty period after the homeowner has closed the sale with the builder, the builder shall be held responsible for any issues with the meter pit or curb stop & box. Failure to address issues communicated to the builder shall result in the Utility denying water and sewer taps to any contractor seeking to perform work for that builder until all defects are corrected.

**K. SETTING APPOINTMENT TIMES FOR SERVICE STOPS (CUSTOMER REQUESTED):**

Some work orders require that the customer meet the service technician at the property. Specific time stops have to be scheduled to meet the customer at the property if the utility is turning water on for a new customer; the water was previously disconnected or if the appointment is for changing a meter that is inside the residence or business. A request for an accuracy check on an existing meter requires that the customer meet a service technician at the property to pull the meter and then proceed to the Operations Center to observe the actual testing of the meter.

A \$35.00 charge shall be applied to the utility bill for all missed time stops after the first missed time stop in a calendar year.

**L. SOCIAL SECURITY VERIFICATION POLICY:**

All customers requesting to establish service with the City of Lawrence Utilities are required to provide a Social Security Number or TIN number. The number will be verified by an outside agency to confirm it is valid and belongs to the customer attempting to establish service.

If the SS# number cannot be validated, service will be denied until the customer can produce proper identification.

To establish service for a business a Tax Identification number is required.

**M. MEDICAL POSTPONEMENT OF NON-PAYMENT TURN OFF:**

If a customer or someone living in their household has a medical condition that requires that water not be turned off because of danger or peril to the health or safety of a person or persons living within the household, they may, with documentation from their doctor or health care provider, receive a ten (10) day postponement of a disconnect notice. The documentation must be on the doctor's or health care

provider's letterhead and be signed by the doctor or health care provider. It must state the reason(s) why the water cannot be turned off.

A medical postponement does not relieve the customer of their obligation to pay their bill and keep their account current. Additional penalties will not be applied during the ten (10) day period, however, normal disconnect notice fees or non-payment fees associated with past due bills will apply. The utility will grant a one-time extension of an additional ten (10) days if the customer can show extenuating circumstances. The Superintendent, Utility Director of Administration or Business Office manager shall have the authority to grant said extension. After the end of the period, the bill will be due in full. Failure to pay will result in service disconnection.

#### **N. COLLECTIONS:**

The Utility sends a final bill to each customer closing an account. If the customer does not pay this final bill on or before the due date of the final bill, a letter will be sent via regular first class mail to the last known address to try and collect the outstanding balance. If the outstanding balance is not paid within thirty (30) days of the date of the notice letter, the account will be sent to an outside collection agency, which will act for the utility to collect the debt. In addition, once the account is in the collection process, an administrative fee will be added to the outstanding balance.

All sewer arrears remain attached to the property and are ultimately the responsibility of the property owner. State law allows the utility to file liens for past due sewer amounts. If the outstanding sewer charges remain unpaid after all reasonable attempts to collect have been made, the utility will proceed to file a lien against the property for unpaid sewer charges plus penalties and administrative fees. The liens will be sent to the Marion County Recorder's office for filing and then onto the Marion County Treasurer to be Certified against the property.

When property ownership is being transferred, a sewer assessment request must be submitted to Lawrence Utilities to collect any past due sewer that is owed on the property. All entities performing these transactions (i.e. title companies, attorneys) are required to submit the sewer assessment request. Sewer assessment requests are considered expired if payment has not been received in 45 days. After 45 days a new sewer assessment are required.

#### **O. IRRIGATION SYSTEMS:**

All backflow devices connected to the City's water supply are required to be tested annually. If an irrigation system and backflow device has been physically disconnected from the City's water supply, the testing requirement does not apply. The Utility must have inspected and verified proper disconnection in order for a device to be removed from the Utility Backflow Device database. If a system is found to be active without having a certified test report on file, the utility will disconnect the system and the account holder will be subject to further enforcement action.

To activate a commercial irrigation system, the account holder or their authorized contractor must schedule a time stop with the Business Office for each backflow device to be activated and tested. Appointments must be scheduled at least 24 hours in advance. The Utility will perform the test for a fee if the customer requests. The testing fee will be placed on the customer's billing statement.

The Utility, at its discretion, may elect to disconnect a commercial irrigation meter at the end of the watering season and reset the meter when the account holder or their authorized contractor contacts the utility to reactivate the system. If the meter is removed by the Utility, the account holder will be



provided a notice stating the meter has been removed for the winter and what procedure must be followed in order to have the meter re-set. There shall be no charge to the customer for the utility to reset an irrigation meter that has been removed by the Utility. All final or terminated irrigation accounts will have the meter removed.

Further rules and regulations governing cross-connection control/backflow device installation, testing and reporting are included in Section 14 on page I-21 in this Policy and Procedure Manual and should be referred to for additional requirements.

#### **P. POLICY FOR FILLING SWIMMING POOLS:**

If a customer fills their pool during the Summer Sprinkling Rate months, no additional adjustment will be granted. Customers seeking an adjustment of sewer charges for pool filling must present their request in writing to the Business Office and include the date or dates when the pool-filling was conducted. Adjustment to the bill will then be made based upon the amount used to fill the pool that exceeds the previous six months' average usage. If six-months previous usage information is not available, the adjustment shall be made using the pool's calculated volume. Adjustments shall not be provided for "topping off" a pool that is already filled.

Alternatively, the customer may elect to rent a hydrant meter. The customer will need to fill out a hydrant meter rental agreement, pay the \$200.00 security deposit and \$75.00 non-refundable temporary connection fee before being allowed to fill the pool. The customer will then be charged the consumption noted on the meter by comparing the beginning and ending meter readings. The security deposit will be returned once the meter is returned in proper working order, undamaged and the hydrant account is paid in full.

Pool filling adjustments will be granted only once per calendar year per customer.

#### **Q. PAYMENT PLAN/EXTENSION:**

Payment Plans (extensions) are granted and executed per Amended Resolution 4, 2010 Exhibit "A". Payment arrangements must be executed in the Business Office.

Failure to honor the extension requirements for two (2) consecutive months makes a customer ineligible to apply for another extension for a period of six (6) months.

Extensions may be applied for up to and including turn off days. If a customer's water service has been disconnected prior to the filing of an extension, they will be charged a reconnect fee.

If a customer fails to meet an extension obligation and the extension was obtained specifically in order to avoid service disconnection, the Utility may perform the disconnection without any further notice and the service will remain disconnected until all amounts in arrears are paid in full.

#### **R. BAD DEBT WRITE OFF:**

Final Aged Trial Balance Reports that indicate a customer has left a balance of \$5.00 or less are considered to be too small to collect. Adjustments will be made to lower the balance to zero and recorded as uncollectable debt.

When a customer files Bankruptcy and the Discharge is granted the utility has no recourse to collect that debt. Once the Discharge is received, the proper adjustment to the account will be made to bring the account to a zero balance and recorded as uncollectable debt.

With respect to an account where the account holder has passed with no assets and no Estate is established, the account will be considered an uncollectable debt and the account will be adjusted to a zero balance and recorded as uncollectable debt.

All these forms of Bad Debt Write off are to be verified and approved by the Business Office Manager and Utility Superintendent. Once verified, the account will be brought to a zero balance and adjusted as uncollectable debt.

**S. ACCOUNT LIABILITY:**

When activating an account with the City of Lawrence Utilities, all persons named on the account are liable for all charges and activity relating to that account.

Any adding or removing of an account co-holder must be done in writing to the utility. Both the primary account holder and co-holder must present a request in writing to add/remove a party from the account as well as provide copies of valid identification as noted in Section D above.

The Business Office will not add or remove any party from an account without proper verification of both primary and secondary account holders.

The Business Office will not remove any party from an account unless the account is paid in full at the time the request is made.

**T. BILLING ACCOUNT PENALTY EXEMPTIONS:**

No account, whether commercial or residential, is "penalty exempt".

Penalties are applied to all accounts when payment is not received by the due date noted on the bill.

**U. CUSTOMER CONNECTED TO CITY SEWER BUT NOT CITY WATER:**

Any property connected to the City's sewer system is required to have an active billing account even if they are not a metered water customer of the City. These "Sewer Only" customers shall be assessed the minimum monthly charges per Ordinance No. 39, 2009 as it may be amended from time to time.