



CODE OF OPERATION

SELMER UTILITY DIVISION

Selmer, Tennessee

12/09/2024



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SECTION 1 APPLICATION FOR UTILITY SERVICES

Any individual, business, firm, or corporation seeking to obtain Gas, Water, or Sewer service connections from the Selmer Utility Division shall, as a condition of such application, provide the following documentation:

1. A **warranty deed** or **lease agreement** for the property to be served, and
2. A copy of the applicant's **driver's license** or **government-issued photo identification**.

The application must include a full and complete description of the intended use of the requested utilities and must acknowledge the consumer's agreement to comply with the SUD Code of Operation and all applicable rates and regulations of the Selmer Utility Division in effect at the time of application, or as may be amended or adopted thereafter.

The application shall be signed by the property owner, tenant, or consumer, and shall include the following information:

- The location of the premises to be served, including the street address, lot number, and other pertinent identifiers.

In cases where the premises to be served utilities are part of **new construction** located within the corporate limits of the Town of Selmer, the applicant **must provide proof of issuance of a Building Plumbing/Mechanical Permit by the Town of Selmer**. Upon receipt of such permit, the Selmer Utility Division shall proceed with the installation of utility taps and services.

For premises located outside the corporate (city) limits, applicants requesting water service shall be required to provide proof that the sewer disposal system has been approved by the appropriate County Health Department and that a McNairy County Solid Waste Permit has been issued for the property.

SECTION 2: SERVICE CONNECTION AND METER SETTING CHARGES

The **property owner** shall be responsible for the installation of **service lines** from the meter setting to the property, at their own expense.

The property owner is required to provide and install a **shut-off valve** for the purpose of controlling the water supply to the premises.



It is explicitly stated that "The **curb valve or meter stop** (inside the meter box) is for the sole use of the Selmer Utility Division only."



For sewer connections and/or meter settings, such installations shall occur at a location deemed suitable by the Selmer Utility Division. At the time of application for such connections and meter settings, the customer or property owner **shall remit a connection fee and a service fee** in amounts established and approved by the Mayor and Board of Aldermen.

The Selmer Utility Division shall have full discretion in determining the appropriate size, type of service, and meter to be installed.

Sewer service lines extending from the point of connection installed by the Utility Division shall be installed at the customer's expense. Such sewer lines must be installed at a minimum depth of 5 ½ feet (five and one-half feet) and must maintain a distance of at least five and one-half feet from any water service line.

SECTION 3: SERVICE FEES - NON-REFUNDABLE

When a premises is supplied with a service line and the consumer desires a supply of water or gas, the consumer shall remit a service fee for each utility requested at the specified location. The applicable service fees are as follows:

- **Residential Owner: \$20.00 per service, with proof of ownership required.**
- **Residential Rental: \$100.00 per service, with a rental agreement required.**
- **Commercial and Business: \$100.00 per service.**

In the event that the customer relocates within the Selmer Utility Division service area, the payment history for the customer at the new address will be used to determine the applicable service fee. If payments were made by the due date for at least 11 of the last 12 months, the service fee shall be **\$25.00** for each utility service.

For customers with **delinquent accounts**, the service fee shall be **\$100.00 per service. All outstanding debts must be settled prior to the furnishing of utility services.**

If the property owner wishes to be billed directly for utilities used, rather than the tenant or consumer, the owner must submit an application in accordance with the provisions set forth in **Section 7** of this Code.

SECTION 4: METERS

Each consumer shall be supplied with service through a separate meter. In the case of a building containing multiple apartments, offices, or similar units under one roof, each individual occupant shall be considered a separate customer and shall be subject to all applicable provisions of this Code.

The charges for the installation and setting of such meters shall be in accordance with the provisions set forth in **Section 2** of this Code.

In the case of a licensed mobile home park, camper park, or apartment complex, the property owner may elect to have the entire property served through a single meter. In such cases, the property owner shall assume responsibility for the payment of the utility bill for the entire premises.

SECTION 5: METER TESTING

1. **Request for Meter Testing** **(Meter Testing Agreement Form- must be filled out.)**

In the event that the Consumer requests the installation of a new meter, alleging that the existing meter is providing inaccurate readings, the Utility shall have the old meter tested by the manufacturer. The testing process will require disassembly of the meter, and the meter, once disassembled, shall not be capable of being re-used. A non-refundable fee of **\$300** shall be charged to the Consumer for the cost of testing the meter.

2. **Defective Meter**

If the manufacturer's test results indicate that the existing meter is **defective or malfunctioning**, the Utility shall bear the cost of the replacement meter, and the **\$300** testing fee will be waived.

3. **Accurate Meter**

If the manufacturer's test results indicate that the existing meter is accurate, the Consumer shall be responsible for the full cost of the new meter, which shall be billed by the Utility to the Consumer, in addition to the **\$300** testing fee.

4. **Acknowledgment and Agreement**

The Consumer hereby acknowledges and agrees to the terms and conditions set forth on the Meter Testing Agreement Form, including the **\$300** fee for the meter test.

SECTION 6: RELOCATION OF METERS

All meters that, as of the effective date of this Code of Operation, are located inside buildings or in meter settings that are deemed unsatisfactory by the Selmer Utility Division may, at the discretion of the Utility, be relocated to a more suitable location. The Selmer Utility Division shall bear the cost of such relocation.

In the event that a consumer refuses to grant permission for the removal and relocation of a meter in accordance with this regulation, the Selmer Utility Division may discontinue the supply of water or gas to the consumer.

If a meter is relocated at the request of, and for the convenience of, the customer, or if relocation is necessitated due to a change in the grade of the lot, such relocation shall be carried out by the Selmer Utility Division at the consumer's expense. The consumer shall be billed for the cost of such relocation, and payment for such bills shall be due within ten (10) days from the date of mailing.

SECTION 7: METER READING AND BILLING

Meter Reading:

Meters shall be read on a monthly basis. All bills for water, gas, or sewer service shall be payable to the

Selmer Utility Division at 500 Peachtree Avenue, Selmer, Tennessee, or at such other locations as may be designated by the Selmer Utility Division.

Access for Meter Reading and Inspection:

The Selmer Utility Division inspector, meter reader, or any duly authorized employee of the Selmer Utility Division shall have access, during reasonable hours, to the premises supplied with water and gas, for the purpose of reading, inspecting, repairing, or removing meters, and to verify that the end user of the meter is the original applicant.

Meter Malfunctions or Inaccuracies:

In the event that a meter is found to be malfunctioning or is inoperative during a billing period, the bill for that period shall be computed by averaging the last six-monthly billings. Due consideration will be given for any abnormal or excessive usage of water or gas during the period in question.

Due Date and Late Payment Penalties:

All bills due to the Selmer Utility Division for water, gas, or sewer services shall **be paid on or before the 10th day of each month**. If the 10th falls on a weekend or holiday, the due date shall be extended to the next business day. Bills not paid by the due date shall incur a **5% late payment penalty**. If payment is not made by 5:00 p.m. on the final payment date, the Selmer Utility Division may disconnect the service and impose a reconnection fee of no less than **\$25.00** for restoring service, regardless of the cause of disconnection, including non-payment or any other violation of this Code. Reconnection payments must be made by cash, credit, or debit card; **checks will not be accepted**.

Returned Checks: A fee of **at least \$20.00** will be charged for any checks returned due to insufficient funds or other reasons. This fee is in accordance with state guidelines. If a check is returned, **service may be immediately discontinued**.

Stopped Payments on Credit Cards: A fee of **\$20.00** will be charged for a **“stopped payment”** on a credit card.

Non-receipt of Bill:

The failure to receive a utility bill **shall not** be an acceptable excuse for the consumer's failure to pay the bill when due. If, due to an error by the Selmer Utility Division, the bill is not received by the first day of the month, the consumer shall be granted a grace period of ten (10) days to make payment without penalty.

Collection and Service Fees:

If a bill is referred to collections, a **\$10.00 service fee** will be added to the consumer's outstanding balance. To restore utility services with the Selmer Utility Division, the full amount of the bad debt, including the **\$10.00 service fee**, must be paid in full.

Owner's Responsibility for Billing:

If the owner of the premises supplied with water and/or gas desires to receive the utility bill directly, rather than the tenant or consumer, the owner must submit an application and pay the required service fee in accordance with the provisions of Section 3 of this Code. The owner shall assume responsibility for any violations of this Code.

Consumer Leak Responsibility:

The **PVC, PEX, or Copper** water line extending from the consumer's point of use to the interior of the consumer's water meter box is considered part of the consumer's private water system. As such, the consumer is responsible for all repairs, maintenance, and repairs to the water line, including any water leaks that may occur along this section of the line.

Water Leak Relief Program – Effective April 1st, 2024

As of April 1st, 2024, the Selmer Utility Division has entered into a partnership with the Water Leak Relief Program. Consequently, the Selmer Utility Division will no longer provide water leak adjustments. Furthermore, no adjustments will be made for gas leaks.

SECTION 8: METER TURN-ON

Water and/or gas shall **NOT** be turned on or introduced into any pipeline for any purpose by any person other than an authorized employee of the Selmer Utility Division.

If the consumer requests that water and/or gas service be turned on outside of the regular working hours of the Selmer Utility Division, the consumer shall be charged an additional fee of no less than **Fifty Dollars (\$50.00)**, in addition to the charges specified in **Section 7** of this Code.

SECTION 9: METER SHUT-OFF

The consumer or property owner shall notify the Selmer Utility Division immediately upon the vacancy of any property. Failure to provide such notice shall result in the consumer and/or property owner being responsible for any damage to the property of the Selmer Utility Division, as well as for all water and/or gas consumption metered to the property until the vacancy notice is received.

The Selmer Utility Division shall assume that service is being provided from the time it is turned on at the request of the consumer or property owner, or until the property owner gives notice to discontinue service. Charges will be applied accordingly.

If the consumer requests that the Selmer Utility Division **shut off** water and/or gas service for the consumer's **convenience**, such as for plumbing repairs, leaving on vacation, etc., the Utility Division will perform this service for a fee of no less than **Twenty-Five Dollars (\$25.00)** during regular working hours, or no less than **Fifty Dollars (\$50.00)** if performed during off-duty hours.

SECTION 10: SELMER UTILITY DIVISION PROPERTY DAMAGE

Consumers are **strictly prohibited** from removing/cutting SUD locks on water or gas valves. Furthermore, meter tampering is a federal crime and can result in fines and/or further legal action. Penalty fees will be charged to the consumer's account:

Lock Replacement - \$40.00, Meter Tampering - \$50.00

Consumers **are prohibited** from placing their own locks on gas or water valves. The Selmer Utility Division reserves the right to remove any lock that is **NOT** issued by Selmer Utility Division.

SECTION 11: CONSUMERS SHALL NOT SUPPLY WATER OR GAS TO OTHERS

Consumers shall not supply water or gas, nor allow water or gas to be carried through a hose or pipe, to any premises or facilities other than those for which the meter was originally intended, without the express consent of the Selmer Utility Division.

SECTION 12: SPECIAL SERVICES

The Selmer Utility Division may, at its discretion, issue permits for the use of water and/or gas for building, construction, or other temporary purposes. The applicant shall be responsible for paying all costs associated with the tapping and installation of service and must comply with all other requirements set forth by the Commission.

SECTION 13: NO GUARANTEE OF PRESSURE AND/OR SUPPLY

The Selmer Utility Division **does not** guarantee to the consumer a minimum of **20 psi** at the meter base or a continuous supply of water or gas. In the event of breaks in mains, service pipes, pumping or distribution equipment, reservoirs, or other equipment of the Utility Division, or for purposes of extending, replacing, or cleaning mains, or conducting any other necessary work related to the maintenance or operation of the system, water or gas service may be temporarily interrupted without prior notice. The Selmer Utility Division **shall not be** held liable for any damages resulting from such interruptions.

SECTION 14: UTILITY RATES

The monthly rates and/or charges for water, gas, or sewer services shall be established by the Mayor and Board. A copy of the applicable rate schedule shall be made available to customers upon request.

SECTION 15: SPECIAL UTILITY DISTRICTS

The Mayor and Board reserve the right to establish a special or higher rate for other water systems that wish to purchase water from the Selmer Utility Division.

SECTION 16: EXTENSION OF WATER, GAS, OR SEWER MAINS

The size of the main to be installed shall be determined solely at the discretion of the Selmer Utility Division.

When water, gas, or sewer mains are extended for the purpose of developing property, all costs associated with such extensions shall be borne by the developer. Upon completion, the main shall become the property of the Selmer Utility Division.

All installations or extensions connected to the Selmer Water System shall comply with the specifications of the Selmer Utility Division and the regulations set forth by the Tennessee Department of Environment and Conservation.

SECTION 17: WATER USERS TO PAY SEWER CHARGES

Each and every water consumer whose premises are connected to the Sanitary Sewerage System of the Selmer Utility Division shall be required to pay a sanitary sewerage disposal charge, the amount of which shall be set and approved by the Mayor and Board of Aldermen or the State Utility Management Review Board.

In accordance with a universal sewer use ordinance passed by the Mayor and Board of Aldermen of the Town of Selmer, Tennessee, on August 11, 1969, all water customers residing in areas served by sanitary sewer are required to use the sewer service. Pursuant to this ordinance, all water customers whose premises are adjacent to a sewer main, but who are not connected to the system, shall be obligated to pay a minimum sewer use charge.

SECTION 18: SEWER CUSTOMERS NOT CONNECTED TO WATER SYSTEM

Single-family residential customers who do not have an individual water meter but are served by a sewer connection shall pay a monthly charge, the amount of which shall be set and approved by the Mayor and Board.

SECTION 19: ILLEGAL USE OF SEWER CONNECTION

Under **NO** circumstances shall roof water and/or surface water drains be connected to the sewer service lines. Additionally, the discharge of toxic chemicals or petroleum products into the Sanitary Sewer System is **strictly prohibited**.

SECTION 20: CONNECTION OF SEWER SERVICE LINES

When a customer desires to connect their service line to the sewer line installed by the Selmer Utility Division, the customer shall notify the Utility Division and make such connection in accordance with the policies and procedures established by the Utility Division.

SECTION 21: SEWER STOPPAGE

The Selmer Utility Division will be responsible for unblocking sewer mains at its expense. However, it shall be the responsibility of the customer or property owner to unblock any service lines that connect to the sewer main.

SECTION 22: CROSS-CONNECTIONS (BACKFLOW PREVENTION)

Under **NO** circumstances shall private water systems, including wells or springs, be physically connected to any plumbing system that is served by the Selmer Utility Division. Residential, commercial, and industrial customers shall comply with **Ordinance #283** of the **Town of Selmer**, which prohibits any and all types of cross-connections. A representative of the Selmer Utility Division shall have the right to enter the premises of any water customer for the purpose of testing backflow prevention devices and conducting cross-connection inspections.

If, during an on-site inspection, a cross-connection is discovered, the Selmer Utility Division, in accordance with **Sections 68-221 through 68-221-720** of the **Tennessee Code Annotated**, shall notify the consumer that a **state-licensed plumber** is required to install a **Backflow Prevention Assembly**. This device is designed to protect the public drinking water supply from contamination or pollution. The consumer is responsible for purchasing and installing the **Backflow Prevention Assembly**, which must be done by a **state-certified plumber**.

Prior to the installation of any backflow prevention device, the consumer shall contact a representative from the Selmer Utility Division to ensure compliance with all applicable state installation requirements and local ordinances. All backflow prevention devices connected to the Selmer Utility Division's water system shall be tested annually. A testing fee not exceeding **\$25.00** may be charged to cover the administrative costs of maintaining records and ensuring compliance with **EPA** regulations.

Failure to comply with this section may result in the termination of water services to the consumer or customer.

SECTION 23: INSPECTION OF GAS PIPING SYSTEMS AND APPLIANCES

All gas piping and appliances are subject to safety inspection by the Selmer Utility Division using the methods or means in effect at the time of inspection. Any identified safety hazards or violations will result in the immediate termination of gas service until such time as the necessary repairs have been made and a re-inspection occurs.

Gas service will not be established for any new installation until the piping and appliances have been inspected and approved by a representative of the Selmer Utility Division.

SECTION 24: PRIVATE FIRE LINES

Private fire lines or sprinkler systems shall be installed by, and at the expense of, the consumer, in accordance with the specifications established by the Selmer Utility Division. Upon completion, such lines shall remain the property of, and be maintained by, the consumer.

Authorized employees of the Utility Division shall have access to the premises at all reasonable hours for the purpose of inspecting private fire lines and/or sprinkler systems.

No water shall be drawn from fire lines or sprinkler systems for any purpose other than that for which they are specifically intended.

SECTION 25: FIRE HYDRANTS INSIDE CORPORATE LIMITS

The location of fire hydrants shall be determined by mutual agreement between the Selmer Utility Division and the Chief of the Town of Selmer Fire Department.

The size and type of fire hydrants to be installed shall be solely at the discretion of the Utility Division.

No person, other than authorized agents of the Selmer Utility Division, Fire Departments, or Fire Companies, shall withdraw water from fire hydrants without the prior consent of the Selmer Utility Division. Fire Departments or Fire Companies may use fire hydrants, provided that, within three (3) days of such use, they submit a report to the Utility Division indicating the fire hydrant used and an estimate of the number of gallons withdrawn.

SECTION 26: FIRE HYDRANTS OUTSIDE CORPORATE LIMITS

The Utility Division shall install fire hydrants outside the corporate limits along a water line deemed adequate for fire flow, at the expense of the consumer.

The provisions of Paragraphs 2 and 3 of Section 23 shall also apply to this section.

Fire hydrants installed outside the corporate limits shall be the responsibility of the consumer for installation and inspection costs. Once installed, such fire hydrants shall become the property of the Selmer Utility Division.

Any town or city (other than the Town of Selmer) served by the Selmer Water System, which has purchased or installed fire hydrants for the protection of its residents, shall be responsible for paying the Selmer Utility Division for any necessary repairs or replacements of those hydrants.

In the event that the premises of a consumer are annexed to the Town of Selmer after the installation of a fire hydrant, the consumer shall not be entitled to reimbursement for any costs incurred in the installation or maintenance of the fire hydrant. After annexation, the consumer shall not incur any additional charges for the maintenance of the fire hydrant.

SECTION 27: ILLEGAL USE OF FIRE HYDRANTS

No person, other than an authorized agent of the Selmer Utility Division or the Fire Department, shall withdraw water from any fire hydrant without the prior consent of the Selmer Utility Division. Any violation of this section shall constitute a misdemeanor, subject to legal penalties.

SECTION 28: FAILURE OF CUSTOMER TO COMPLY WITH REGULATIONS

The Selmer Utility Division reserves the right to refuse service to any applicant who fails to comply with all applicable provisions of this Code of Operation. Additionally, the Utility Division may discontinue service to any customer who violates or fails to adhere to any of the provisions set forth in this Code of Operation.

SECTION 29: EFFECTIVE DATE

The effective date of this Code of Operation shall be May 1, 1965. This Code has been revised on the following dates: December 13, 1973; December 17, 1987; March 10, 2009; February 9, 2021; and December 9, 2024.

The Mayor and Board of Aldermen of the Town of Selmer reserve the right to revise, amend, or update this Code of Operation at their discretion.