WASTEWATER CHARGES AND FEES

NONREFUNDABLE CHARGES

All charges and fees listed are nonrefundable, unless otherwise determined by KUB in its sole discretion.

LATE FEES

Bills will be rendered on a regular billing cycle. In the event a current bill is not paid by the specified due date, an additional five percent (5%) shall apply to any unpaid amount of the bill.

COLLECTION FEES

In the event a Customer's utility account, which shall include but not be limited to bills for utility consumption, plus charges, fees, and civil penalties provided for herein and in the Wastewater Rules and Regulations, is overdue and enters the collection process, the Customer will bear the cost of collection-related expenses, including but not limited to collection agency fees and reasonable attorney fees, as applicable.

KUB reserves the right, at its sole discretion, to waive the cost of collection-related expenses, including but not limited to collection agency fees and reasonable attorney fees, as applicable.

CREDITS

The following guidelines will be used when applying adjustments in cases of consumption or charges above a customer's average usage. Exceptions to these guidelines may be permitted on a case by case basis at KUB’s sole discretion.

1. Leak adjustments - Wastewater charges

   a. Outside Leaks - In the event of an outside/invisible water leak, all customers, residential, commercial, or industrial, may qualify for an adjustment to their wastewater charges in accordance with the following guidelines:

      i. Applies to residential customers with at least six months of service
      ii. Eligible customers must request this adjustment to be applied, either by phone, e-mail or web request
      iii. Applies for water leaks that may remain undetected for a period of time and do not enter the wastewater system such as inside a wall or in a yard
iv. *Customers* providing documented proof of repair within ninety (90) days from the date of the repair will be eligible to receive a credit for 100% of the wastewater charges associated with water consumption that exceeds the six month average.

v. *Customers* not providing sufficient proof of repair within ninety (90) days from the date of the repair will be eligible to receive a credit for 50% of the wastewater charges associated with water consumption that exceeds the six month average.

vi. Average consumption is based on a minimum six month time period preceding the leak.

vii. Wastewater charges can be adjusted for up to two consecutive months.

viii. *Customers* are only eligible for one credit of this type per 12 months.

b. Inside Leaks- In the event of an inside/visible water leak, all customers, residential, commercial, or industrial, may qualify for an adjustment to their wastewater charges in accordance with the following guidelines:

i. Applies to residential customers with at least six months of service.

ii. Eligible customers must request this adjustment to be applied, either by phone, e-mail or web request.

iii. Applies for water leaks that enter the sanitary sewer system such as, but not limited to, commodes, sinks, showers, etc.

iv. *Customers* with a water leak on premises that enters the sanitary sewer system are eligible for a credit of 50% of the wastewater charges associated with water consumption that exceeds the six month average.

v. Average consumption is based on a minimum six month time period preceding the leak.

vi. Wastewater charges can be adjusted for up to two consecutive months.

vii. *Customers* are only eligible for one credit of this type per 12 months.

2. General wastewater credits – Applies to wastewater credits outside of the Automatic Summer Watering Credit period

a. Residential customers with seasonal or non-standard water usage that does not enter the sanitary sewer system are eligible for a credit of 100% of the wastewater charges associated with water consumption that exceeds the six month average in accordance with the following guidelines:

i. Applies to residential customers with at least six months of service.
ii. Eligible customers must request this adjustment to be applied, either by phone, e-mail or web request

iii. This applies to, but is not limited to, filling of swimming pools, landscape watering, pressure washing, etc.

iv. Average consumption is based on a minimum six month time period preceding the usage

v. Residential wastewater charges can be adjusted for up to two consecutive months

vi. Customers are only eligible for one credit of this type per 12 months

3. Automatic Summer Watering Credits

   a. Residential customers with seasonal or non-standard water usage which is a minimum of 50 percent above their average winter usage automatically receive a credit for the excess wastewater charges.

      i. Automatically applies to June-October billing statements

      ii. To be eligible residential customers must have continuous service at the same premise from October 1 of the previous year.

      iii. The Automatic Summer Watering Credit applies only for May, June, July, August, and September usage. Credits will be automatically applied to the following month’s bill (June, July, August, September, and October).

SERVICE ORDER CHARGES AND FEES

Returned payment fee ..............................................................................................................$25.00

TAP FEES

Minimum tap fee is $1500. Charges may be more than the minimum due to additional costs related to long-side services or other factors necessary to provide service to the customer.
REVENUE PROTECTION AND RECOVERY CHARGES*

Unauthorized Wastewater Use

Tamper Fee (per event, if applicable)…………………………………………………………$375.00

Damages Fees…………………………………………………………………………………………..Yes

Cost of repairs or replacement (sewer mains, manholes, etc. damaged as a result of unauthorized connection)

Estimated Usage………………………………………………………………………………………………...Yes

*KUB will assess Revenue Protection and Recovery Charges against any person who tampers with or damages any wastewater system property, including but not limited to wastewater mains or any device used to measure flow from a premise.

Tennessee state law (TCA 6-35-101 et. seq.) addresses fraud, theft, or destruction of property of public utilities in the state. TCA 65-35-104 provides that any person violating the provisions of TCA 65-35-102 (“Prohibited Acts”) is liable civilly for damages resulting from such violation, including actual, compensatory, incidental and punitive damages, which is three (3) times KUB’s estimated loss of wastewater revenue plus reasonable attorneys’ fees and costs associated with such loss. In the event KUB brings a civil action in any court of appropriate jurisdiction against any person violating any of the acts prohibited by TCA 65-35-102, and upon a finding by the court that said person violated TCA 65-35-102, KUB shall also assess against said person the level of damages determined by the court.
Wastewater Fees and Charges Effective March 2020