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| Title of Policy: | **Tap and Meter Policy** | **Pg 1-4** |
| Section #: | Section 22 |  |
| Approval Date: | **February 9, 2021** |  |
| Revision Date: |  | Policy 22.1 |

**POLICY STATEMENT**

1. KWD reserves the right to install the tap where it benefits KWD. The customer will be given the opportunity to choose where the tap goes.
2. The tap must be marked with a wooden stake. The wooden stake must have the word, “Water” wrote on the stake. The wooden stake must be placed approximately five (5) to ten (10) feet off the edge of the road.
3. All flowers, bushes, trees, landscaping, etc.…that are in the way of installing or maintaining service are not the responsibility of KWD and therefore KWD will not pay for damages. Driveway materials will be replaced with standard material such as concrete, asphalt and/or gravel. Any additional and/or decorative materials will be the responsibility of the customer.
4. the Customer **MUST** install a shut-off valve/hand valve on their side of the meter. The valve must be located at or near the meter, but in all cases, no further than five (5) feet from the meter and must meet paragraph 5 of this policy.
5. KWD will install the tap, meter, and box. Only KWD equipment shall be installed inside the box. All equipment that belongs to the customer shall be installed outside of KWD’s box. Customer’s equipment may include, but not be limited to the following:
6. Pressure Reducers
7. Shut-off Valves (Customer Provided)
8. Backflow Devices
9. Other equipment that does not belong to KWD

Taps made after approval of this policy will have a shut-off valve installed on the customer’s side.

1. If KWD’s box is removed by anyone other than KWD, the box is to be placed back over the meter, with the meter centered in the box.
2. If additional equipment is required by KWD and to be installed by the customer, that must be installed and meet KWD policy, State Regs, AWWA, USC, NFPA, local plumbing codes and any other codes required.
3. KWD will inspect KWD’s box and plumbing and the customer side of the box/meter to make sure it meets paragraph 4, 5, 6, and 7 of this policy.
4. The line setter/meter will be locked by KWD after install to ensure the customer follows KWD policy. After the inspection and it meets KWD policy, KWD will then unlock the line setter/meter and activate the service to the premises.
5. The customer will notify KWD two (2) to three (3) working days prior to the customer needing inspection. KWD will only inspect a maximum of two (2) times, before a re-inspection fee will apply. See *“Schedule of Rates and Charges”*
6. Taps are defined by the following:
7. Regular Taps (3/4” and 1”)
8. The timeline will be from three (3) to four (4) weeks after customer has paid, completed paper work, and put wooden stake out.
9. Emergency Taps (3/4” and 1”)
10. The timeline will be from three (3) to five (5) days after customer has paid, completed paper work, and put wooden stake out.
11. An emergency tap will be a customer without water may include, but are not limited to:
12. Muddy Water
13. No Water
14. Extenuating condition or circumstance
15. Drought and Water Shortage Taps (3/4” and 1”)
16. KWD has the right to limit where taps can be installed and the time frame
17. This will be a case by case decision
18. Material Shortage (3/4” and 1”)
19. Not in stock or due to ration by the manufacturers
20. Will be made at the earliest convenience of KWD
21. Taps 2” and greater
22. The timeline will be on a case by case basis. It could take up to three (3) to four (4) months, depending on meter size, availability, meter pit size and availability, and other materials to install tap.
	1. Taps on State Highways that require a State Permit may take up to eight (8) weeks or longer, depending on the State of TN DOT.
23. Customers must install a shut-off valve on their side of the meter. This valve must be installed at the water meter, meeting the requirements of this policy.

When a customer calls during regular business hours to have the water shut-off for any reason, KWD will turn off the valve at the meter on KWD’s side and lock out the meter. Water will not be reinstated to the premises until the customer has installed a shut-off valve on their side of the meter, see paragraph five (5) of this policy for placement of valve. Water service will only be reinstated during regular business hours only.

When a customer calls after hours, weekends, holidays, etc.… to have the water shut-off for any reason, KWD will turn off the valve at the meter on KWD’s side and lock out the meter. Water will not be reinstated to the premises until the customer has installed a shut-off valve on their side of the meter, see paragraph five (5) of this policy for placement of the valve. Water service will only be reinstated during regular business hours only.

When a customer signs up for water service on an inactive account, the customer will have to install a shut-off valve on their side of the meter, see paragraph five (5) of this policy for placement, before water is turned on.

1. KWD has the authority to request the following when a “Customer” signs up for service, but not limited to the following:
2. Rental Agreement
3. Deed
4. Property Tax
5. Proof of Ownership
6. KWD has the authority to size all water meters 1 inch or greater. For water meters greater than 1 inch, the customer or future customer must show the flow requirements in gallons per minute needed for proper water meter sizing. Calculations may be required to be certified by an Engineer or an Architect.
7. Water Taps or services installed by “Developers” are considered unpaid water taps. The initial customer must pay a “Water User Fee” to get service with KWD, See “*Schedule of Rates and Charges*.” The process for water service will be treated as a new water tap.
8. KWD will have up to four (4) business days to turn on a water service on subsequent Customers after the “initial customer” and the subsequent customer has completed all required documentation (paper work) and paid all fees (See Schedule of Rates and Charges)
9. Customer wanting to sign up for service at KWD’s office during regular business hours must arrive by 3:00 p.m. EST to allow enough time to complete the process of signing up for service. KWD may deviate from this policy when signing up customers for new projects.