

**ORDINANCE NO. 25-01
TOWN OF BRUCETON, TENNESSEE**

**ORDINANCE REPEALING ORDINANCE 15-05 AND REPLACING IT WITH THE
FOLLOWING REGARDING WATER LEAKS RATE ADJUSTMENT POLICY
SECTION 1 OF THE BRUCETON MUNICIPAL CODE §18-116(1)**

Be it ordained by the Governing Body of the Town of Bruceton, Tennessee

Digital Meters and Telemetry is implemented in the Town of Bruceton for Water Metering, Consumption and Billing. As part of this infrastructure Investment in the Town's Water System, changes to the Water Leak Rate Adjustment Policy have become necessary.

Section 1. Ordinance 15-05 is hereby repealed and replaced in its entirety with Ordinance 25-01, Bruceton Municipal Code Title 18, Chapter 1, Water & Sewers Section §18-116(1) to read as follows:

WATER LEAK RATE ADJUSTMENT POLICY

In the event of a water leak at a public building or private residence, the following shall apply:

- 1) Town Hall will monitor telemetry at least once each weekday and instigate the following procedure of possible leak detected.
 - a) It is the Customers responsibility to provide up-to-date telephone numbers and email addresses to the Town;
 - b) In the event a leak is detected by the Town through telemetry, the Town shall utilize the following steps to notify the customer of the leak as soon as practicable to do so during normal business hours, including the following methods:
 - i) The Town shall call Customer at telephone number on file, and leave voice mail, if necessary, with details about the leak;
 - ii) The Town shall next, if unsuccessful contact the customer by telephone, then send an email to customer's email on file with the Town to alert them to a possible leak detection details;
 - iii) If telephone and email contact are not successful in reaching the customer within 24 hours of the contact by the town (i.e. The Customer has not contacted the Town back to acknowledge the possible water leak), then the Town, through its appropriate personnel, shall write out a door hanger and give the same to the Water Dept to put on the Customers door with all details pertaining to the suspected leak.
 - c) The Town shall notate Customer's Account with all actions taken with dates and times to preserve a record of these activities.
- 2) Customer will be contacted, with every effort made, same weekday telemetry indicates leak. Telemetry is not checked on the weekend, holidays or other times in which Town Hall may be closed due to inclement weather, illness, or other actions beyond the Town's control.
- 3) The Town is not responsible for quantity of water usage if customer does not respond to attempted contact by the Town of a potential water leak on a Customer's property.
- 4) No adjustment shall be made to any utility bill (water or wastewater) if a water leak occurs where the water goes into the wastewater system and occurring on the Customer's side of the water line, including, but not limited to, commode leaks, faucet leaks, appliance leaks, irrigation system leaks, sprinkler leaks, water heater leaks, hose bib leaks, etc.
- 5) No adjustment shall be made to any utility bill for **water use** if the water leak occurs **outside** a public building or private residence between the structure and the town owned water meter, including but not limited to supply lines, water supply lines from the Town's meter to the structure (residence or building), supply lines inside of a residence or building, supply lines to outbuildings, swimming pools, outside faucets/hydrants, hot tubs, or any other point of water distribution on the Customer's side.

- 6) An adjustment may be made with the approval of the Water Superintendent or appointee to a utility bill for **wastewater (not water use)** use if a water leak occurs **outside** a public building or private residence if the following criteria are met:
 - a) Customer has wastewater service;
 - b) The Water Department has inspected the water leak and confirms to the Town that the leak has been rectified satisfactorily;
 - c) In any event, if a water leak on a Customer's property is discovered by the Customer rather than telemetry, the Town Hall is to be notified immediately by the Customer, with the burden of proof being on the Customer to provide successful contact with the Town of a water leak; otherwise, no adjustment will be made to the Customer's account for a leak that has been ongoing and unreported.

- 7) Upon approval of the Water Superintendent or appointee an adjustment to the fee for **Wastewater** usage may be as follows:
 - a) The usage may be adjusted to the average as per the billing software.
 - b) No wastewater adjustment will be made for water use after the Town inspection has taken place.
 - c) Only one (1) adjustment per twelve (12) month revolving calendar for each property.
 - d) The past due balances must be paid in full prior to any adjustment being granted.
 - e) Payment arrangements may be made with the Town Recorder after consultation with Water Superintendent to set payment terms with Customer in writing.
 - f) Normal billing must be paid on or before the due date (10th of each month), with extra payment made to the outstanding balance monthly until paid.
 - g) Penalties and Cut-off will not apply if regular monthly billing and additional payment due is paid on or before the due date.
 - h) If regular monthly billing and additional payment not paid on or before the due date, penalties and cut-off will apply.
 - i) The Water Superintendent's decision on the adjustment will be final.

- 8) The Town Clerk may also adjust a bill water and wastewater to correct a misreading if it shall appear to him/her that a misreading has occurred.

- 9) This Ordinance shall supersede the prior ordinance on this matter (Ordinance 15-05) and shall further be supplemental to all other applicable ordinances and state law governing water use and water and wastewater billing for the Town.

Section 2. Effective Date.

The provision hereof shall take effect immediately upon final passage, the public welfare requiring it.

Passed by the Board of Mayor and Aldermen of the Town of Bruceton First Reading 8th day of April, 2025

Passed by the Board of Mayor and Aldermen of the Town of Bruceton Second Reading 13th day of May, 2025

ATTEST:




 ANNIE M. HAND
 TOWN RECORDER





 ROBERT KEETON III
 MAYOR



 BEAU E. PEMBERTON
 TOWN ATTORNEY
 (as to form)