

To: Residential Sewer Customers
From: The Town of Kingston Springs
Re: Sewer policies

Important Information for Sewer Customers

For Kingston Springs residents, the following information is vital in dealing with your sewer service. This is only for residents who are connected to the sewer system.

Basic information: Even though you are connected to the sewer system, you still have a septic tank in your yard. The maintenance for this tank and the service line running from it to the main sewer line belongs to the city. **The line running from the house to the septic tank is the responsibility of the homeowner.** If it becomes necessary to pump the septic tank, the city will arrange and pay to have that service performed. However, if the tank needs additional pumping within 5 years of its last city pumping, the expense will belong to the homeowner. In any event involving tank pumping, the city must be notified PRIOR to the pumping. The sewer system is a natural, biological system, which treats the solids in the septic tank and sends the bi-product to the sewer plant for treatment and release.

To avoid problems: Pouring grease into your sink is the number one problem within the sewer system. The sewer use ordinance prohibits homeowners from pouring grease into the system. When excessive grease is the reason for the tank needing pumping, the homeowner may be responsible for the expense of pumping. Because it is a violation of the ordinance, the homeowner could also be cited for the violation. It is recommended that grease be poured off into a separate container, such as an empty glass jar with a lid. Also, because the system is dependent upon bacteria, the use of garbage disposals can also create a situation that causes the tank to become slow in its treatment of waste. Any waste from table food that can be disposed of in the regular trash is going to help avoid that situation and help the system function normally.

It is unlawful to place any type of oil or petroleum product, paint or solvent into the sewer system. Violators **will** be prosecuted.

If you have problems: If you see a discharge on the ground on top of your septic tank, call for the city to come and do an inspection. If you have problems within your house, you may call the city to come and inspect the septic tank. However, 95% of the time, if there is sewage backing up in the house, the problem is a clogged line before it reaches the tank. This is a repair that the homeowner is required to make. The homeowners must arrange a plumber or make the repair themselves. The city does not have personnel to make these repairs.

To call the city for septic tank problems:
During business hours 952-2110
After business hours 533-2461

The city will not reimburse homeowners for unauthorized pumping of the septic tank. Please contact the city and allow public works to arrange septic tank service. There is 24 hour emergency service pre-arranged by the city.

Adjustments to your bill: If you have a swimming pool or do heavy watering during the summer months, you may purchase a "secondary meter" from the Second South Cheatham Water District which is connected to your outdoor faucet. This meter is read once a year and an adjustment is made on your sewer bill so that you will not pay for this water that did not go through the sewer. This adjustment is limited to a certain time period of the year. Contact the water company at 952-3094 for information. You may also receive one adjustment to your sewer bill that is based on a leak. This leak must be verified by the water company and the adjustment will be based on an average of several month's usage.

Policies and Ordinances pertaining to the use of the Public Sewer are on file at City Hall and may be viewed at any time during regular business hours.

Town of Kingston Springs, Tennessee
Wastewater Services Department

APPLICATION FOR WASTEWATER SERVICE

APPLICANT MUST BE 18 YEARS OR OLDER AT TIME OF APPLICATION

ADDRESS OF SERVICE: _____

NAME OF CUSTOMER ACCOUNT: _____

NAME OF APPLICANT (if different from above):

APPLICANT PHONE: _____ CELL: _____

WORK: _____

APPLICANT CURRENT/PREVIOUS ADDRESS: _____

BEGINNING DATE OF SERVICE: _____

Signature of Applicant

Date of Application

APPLICANT MUST ALSO READ AND SIGN THE BACK OF THIS AGREEMENT.

DO NOT WRITE BELOW THIS LINE. GO TO BACK OF APPLICATION.

OFFICE USE ONLY:

IDENTIFICATION PROVIDED: _____ DL/ID # _____

SERVICE FEE PAID: \$ _____

2 SIGNATURES REC'D: YES NO

RECEIVED BY: _____

RECEIPT #: _____

SERVICE CONTRACT

I hereby make application to the Town of Kingston Springs, TN Wastewater System for service to my residence or business.

Upon completion of a customer application and service agreement form requesting to obtain wastewater treatment facilities services from the municipality, the prospective user must pay to the Town a service fee as established by ordinance. The fee to be paid by a user is an application and service fee and is not a security deposit and is not refundable. If, for any reason, a customer does not take the service by reason of not occupying the premises to be served, or otherwise, said fee shall be forfeited. The receipt of a prospective customer's application for service shall not obligate the City to render the service applied for. If the service applied for cannot be supplied by the municipality, the liability of the municipality to the applicant for such service shall be limited to a refund of any portion of the privilege fees, as applicable, in Section 18-113 of the Municipal Code. Should a user have a lapse of service for a period of more than thirty (30) days because of non-payment of a billing, said user shall reapply for service, as aforesated, including payment of another application and service fee. (Ordinance 08-007)

Service shall be supplied to the consumer in accordance with the Town's regulations as provided in section 18-113 of the Municipal Code. The Town reserves the right to amend the regulations at any time and the changes shall be incorporated into this contract upon their adoption.

The consumer agrees to pay the current charges as billed and agrees that the service herein purchased will be used only for the benefit of the designated residence and for no other property, persons or purposes and that said wastewater service shall not be shifted or changed to any other property. The consumer agrees to pay the full amount as billed monthly by the Second South Cheatham Utility District, until such time as service is disconnected.

By signing this agreement, the consumer is authorizing the Town to initiate wastewater treatment services at the specified address. The consumer agrees that the Town is not liable for damages to the premises in the event of malfunction between the residential or commercial structure and the connection to the septic tank. The consumer is required to maintain the connection to the tank. It is the responsibility of the consumer to notify the Town of Kingston Springs at the first sign of any dysfunction of the sewer system on the consumer's property. Failure to notify relieves the Town of any financial responsibility for damages for personal property of the consumer or property owner.

The Town will maintain the operation of the septic tank, including tank pumping as needed, not exceeding one pumping per five-year period. The consumer is financially responsible for any additional tank pumping within that 5-year period. The consumer is required to notify the Town in the event that additional pumping is performed. The Town will maintain all connections from the tank and service lines to the sewer main.

The Town has the right to terminate service for non-payment, a violation of the sewer regulations of the Town or a violation of their contract. Service shall not be reinstated until all charges billed by Second South Cheatham Utility District are paid in full. In the event the consumer fails to pay for services rendered or otherwise breached this contract, the consumer agrees to pay on demand all expenses, including attorney's fees, to enforce this contract whether by negotiation, litigation or otherwise.

Further, by signing below, the consumer verifies to be in receipt of the publication "Important Information for Sewer Customers" and agrees to utilize the suggested standards for good practice

Signature of Applicant

Date