



Electrical, Water and Sanitary Sewer Service

General Rules, Policies & Regulations
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Board of Municipal Utilities
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Part I
General Rules and Regulations
Electric, Water and Sanitary Sewer Department

1. Application For Service:

- a. Rates: All utility rates will be established by the Board of Municipal Utilities (hereinafter called "BMU") and approved by the City Council.
- b. Customers shall apply for utility service at the central office of the BMU by submitting their name and address and making service deposits, if applicable. All applications for service shall be signed in the true name of the customer receiving service. The use of a fictitious name by the prospective customer shall be sufficient reason for refusal and/or termination of service. The name of the customer shall be the buyer or renter. When two people request service, the BMU shall require both parties to complete and sign the service application. The BMU reserves the right to request identification (social security number, driver's license, etc.) and/or any information it deems sufficient in establishing the identity of a customer. Any change in the identity of the said customer at a premise shall require a copy of the new ID and the BMU may discontinue service until such new application has been made and accepted by the BMU.
- c. Any customer with necessary critical care medical equipment that requires continuous utility services must have on file with the BMU a Critical Care Registration Form completed and signed by the customer's physician.
- d. Any customer requesting utility services in their name shall pay the appropriate connect fees before such request is completed.
Landlord/property owners who choose to have utility services remain on in their name between tenants, shall be exempt from paying connect fees, provided they have a Leave On Agreement on file with the Utility that authorizes the Utility to automatically place the utility services in their name when their rental property becomes vacant. If the landlord/property owner fails to keep any of their rental property accounts with the Utility current, then the Leave On Agreement becomes nullified on all properties owned. Any charges incurred during the time period that the landlord/property owner has services in their name pursuant to the Leave On Agreement, are the responsibility of the owner regardless of what services they have connected in our billing system.
- e. All applications for utility service shall be subject to all rules and regulations heretofore or hereafter adopted by the BMU, and all applicable Ordinances of the City of Sikeston, which may be now or hereafter in force.
- f. A customer may request at any time the schedule of rates currently in effect. All schedules of rates and other charges are available upon request at the central office of the BMU at 107 East Malone Avenue or on our website at: www.Sikestonbmu.org

- g. All bills shall be due and payable when mailed and shall become delinquent ten (10) days after such date. If any bill rendered by the BMU is not paid within twenty (20) days after the date thereof, the BMU may discontinue service to such customer. When service is disconnected due to nonpayment, the total amount of the outstanding bill plus applicable reconnect charges shall be paid before service is restored. Any restoration of service made after hours, on weekends or holidays, shall be assessed as a charge adequate to cover BMU incurred expenses.
- h. No customer or former customer will be supplied any utility service that has on record any amount due to BMU unless first paying the old balance in full along with necessary deposits.
- i. A monthly statement for utility service shall be furnished to each customer.
- j. Each statement shall indicate the amount due for services as determined by meter readings and other charges which apply.
- k. The department reserves the right to estimate the monthly statement of any customer if unable to read the meter or meters for any valid reason.
- l. BMU will postpone a disconnection of utility services for residents who have filed with the utility the required Critical Care medical form completed by a physician attesting that a customer's household must have electric utility services provided in the home to maintain life or health. This form, however, does not excuse the customer from paying their utility bills or shield them disconnect for non-payment of a delinquent account. With this Critical Care form on file with the BMU, the utility will give a 15-day notice in writing of their intent to disconnect services for non-payment of a delinquent account allowing the customer time to make a payment or payment arrangement in order to keep their utilities on without service interruption.

2. Residential Deposits:

- a. The BMU may anytime, as a condition to furnishing or continuing service, require a residential customer to maintain a deposit with the Utility. Unless they meet the exemptions defined herein, all residential customers, at the time of application for service, shall be required to establish a deposit with the Utility.
- b. The amount of the deposit shall be as follows: Electric only and water only accounts deposit will be set at \$120.00, full utility service accounts deposit set at \$200.00 with qualifying credit and deposit for full utility service account with bad credit set at \$300.00. Deposits may be in the form of cash or a third-party guarantor except as provided in Section (c), provided such guarantor meets the guidelines for all exemptions, as provided in Section (d) of this policy. Cash deposits shall not bear interest and shall not be refunded until such time customer terminates service with the utility, except as provided in Subsection (2)(i) below.
- c. The BMU, as a condition of continuing service to an existing residential customer, shall require such customer to establish a deposit of \$300.00 if any of the following occur.

- i. The customer is habitually disconnected for nonpayment.
 - ii. Evidence of meter tampering is found;
 - iii. The customer receives five late fees within the past twelve-month period;
 - iv. It is found that the customer fraudulently obtained utility service.
- d. A residential customer, who owns or is purchasing a home, shall not be required to establish a deposit with the Utility, provided they can also meet the following requirements:
 - i. The primary account holder in whose name the service application is made, is and has been continuously employed on a full-time basis for at least one year; or has another adequate source of income;
 - ii. Can receive an adequate credit rating from a credit bureau chosen by the Utility; and/or provide an adequate credit reference from their former utility companies. Such reference will be deemed adequate if the customer received no more than two delinquent notices within a twelve-month period, and at the time of application they owe no delinquent balance;
 - iii. The customer has no record of an unauthorized manner interfering with or diverting the service of any utility within the last five years;
 - iv. Has not had a prior bankruptcy;
 - v. Has not had a charged-off account with the Utility.
 - vi. The BMU will enter a third party guarantee agreement with the guarantor. The agreement will outline the guarantor's responsibilities and reflect the maximum amount guaranteed, which shall be equal to twice the average bill for the residence's utility bills guaranteed.
 - vii. Guarantor shall be relieved of its obligation after a two-year period, provided the customer can meet the guidelines for an exemption as provided in Section d, with the exception of subsection d(ii), if it has received no more than two delinquent notices within a twelve-month period.
 - viii. If a third-party guarantor agreement is allowed to expire, and the customer violates any part of Section c said customer shall be required to reestablish a deposit with the Utility. Only cash deposits will be accepted in these circumstances.
- e. The amount of deposits will be reviewed periodically and adjusted when deemed necessary.
 - i. Deposits may be transferred or applied to a new location when a customer transfers service. Adjustment may be made if the amount of the deposit in the opinion of BMU, is inadequate or excessive.
 - ii. At the time of transfer of service for existing customers, the Utility shall review the amount of deposit on file for that customer. If the customer has experienced any of the criteria as outlined in Section c, it shall be required to establish a deposit in accordance with this policy.
- f. Any applicant for service who is over the age of sixty-five (65) shall be exempt from paying a deposit, provided they can meet the requirements of

section d, with the exception of being a homeowner, and being employed on a full-time basis. Residential renters may be exempt from paying a deposit, provided they can meet the requirements of section d, with the exception of being a homeowner.

- g. Residential deposits may be refunded after a five (5) year period, at the customers written request provided the customer has maintained a satisfactory payment record with the Utility.

3. Commercial Deposits:

- a. The BMU may at any time, as a condition to furnishing or continuing service, require a commercial or industrial customer to maintain a deposit with the Utility. Unless they meet the exemptions herein defined, all commercial customers at the time of application for service shall be required to establish a deposit with the Utility.
- b. The amount of deposit shall be equal to two times the average monthly bill.
 - i. If the type of business and/or other factors make comparison between a former customer's usage and expected usage of the new customer unreasonable, the deposit requirements may be reviewed to reflect anticipated usage.
 - ii. If there is no prior history data available, the BMU shall estimate the amount of the monthly bill based on the load and usage data provided the Utility by the customer.
- c. Deposits may be in the form of cash, or irrevocable letter of credit from a bank satisfactory to the Utility. Deposits shall be held by the Utility for a minimum of five(5) years. Cash deposits shall not bear interest.
- d. The BMU, as a condition of continuing service to an existing commercial or industrial customer, shall require such customer, to establish a deposit equal to two times the average monthly bill if any of the following occur:
 - i. The customer is habitually disconnected for non-payment.
 - ii. Evidence of meter tampering is found.
 - iii. The customer received five late fees within a twelve-month period.
 - iv. The customer has had a prior bankruptcy with the utility.
 - v. The customer fraudulently obtains utility services.
- e. The following commercial or industrial customers shall not be required to maintain a deposit with the BMU:
 - i. Governmental agencies.
 - ii. Those with an acceptable Dun and Bradstreet rating and whose stock is listed on one of the nationally known stock exchanges;
 - iii. Company owned chain stores or company owned manufacturing companies. (Franchise operators will not be exempt)
 - iv. Existing commercial customers who are expanding or opening other business(es) within the City, provided they had established a satisfactory credit history with the Utility.

- v. Existing commercial or industrial customers who are transferring service from one location to another provided they have established a satisfactory credit history with the Utility.
- f. If after five years of maintaining a satisfactory payment record, cash deposits may be refunded upon written request received by the Utility. A customer who has an irrevocable letter of credit in lieu of a cash deposit will not be required to renew a letter of credit after five years of satisfactory payment.
 - i. A customer shall have a satisfactory payment record and/or credit history if it receives no more than two delinquent notices within any twelve-month period.
 - ii. If a deposit is refunded, or a letter of credit is allowed to expire, and the customer's services discontinued subsequently due to nonpayment, the customer will be required to make the proper deposits in addition to the charges and fees as a requisite for resumption of services.
- g. The amount of the deposits will be reviewed periodically and shall be adjusted when deemed necessary.
 - i. Deposits may be transferred or applied to a new location when a customer transfers service. Adjustment may be made to the amount of the deposits, in the opinion of the BMU, is inadequate or excessive.
- h. Any exceptions to this policy must be approved by the Board of Directors of the BMU.

4. Returned Payments:

- a. In addition to any other fees, charges, or amounts due the BMU, a charge shall be assessed for returned payments.
- b. Upon being notified by its bank of a returned payment, the BMU will in turn notify the customer. The customer shall be given one business day in which to notify the BMU of their intention to make restitution. In the event the customer does not notify the BMU within the prescribed time, the BMU shall have the right to terminate one or more services. It further shall have the right to exercise remedies available under any applicable laws.
- c. If the BMU has three payments returned on any given customer, it shall reserve the right to require future payments by the customer to be made by cash, cashier check or money order.

5. Customer Responsibility:

- a. No person except a BMU employee shall connect or disconnect any meter, without first obtaining permission to do so from BMU.
- b. The BMU equipment located on the customer's property shall be protected by the customers from unnecessary damage. The customer will be held responsible for repairs made necessary through their negligence.

- c. The BMU duly authorized employees shall be granted access to the customer's premises at all reasonable hours for the purpose of reading meters, inspecting, or making repairs, or installing or removing any or all of the Department's equipment.

6. Access to Premises:

- a. Employees of the BMU shall have the right to enter upon the premises of any customer at any time during ordinary business hours for the purpose of reading meters, examining, testing, changing and/or moving equipment, apparatus and/or wiring.
- b. Customer shall not locate fences, trees, shrubs, etc., on any utility easement and/or right of way. If the Utility finds it necessary to remove any such obstruction, then it shall do so and may bill the customer accordingly. No customer shall place anything on or near a fire hydrant which may obstruct access to said hydrant.
- c. Utility employees shall present proper identification upon request.

7. Termination of Service:

- a. Whenever a customer shall order their services disconnected or shall otherwise cease to be a customer, all amounts owed the BMU shall immediately become due.
 - i. To have services disconnected, the customer may request disconnection in person, through customer service email at customerservice@sbmu.net or through the SmartHub platform. Current ID required for any request to discontinue services.
- b. Upon payment of all amounts owed, the customer service deposits shall be returned to them.
- c. If a customer fails to notify BMU of their desire to terminate services, they shall be held legally responsible for any utility service registered on the meters which are located on the premises and recorded in their name. The customer service deposits may be applied to their account for amount owed to the BMU.

8. Testing of Meters:

- a. The BMU may remove any meter for routine tests, repairs, and replacement.
- b. A customer may request a meter test on the electric meter or water meter which serves their property. The BMU will perform such a test if the request is found to be reasonable.
- c. Such tests will be at the expense of the Utility provided the meter has not been tested within thirty-six (36) months prior to such request.
- d. If the meter has been tested within the previous three years and the results of the subsequent test show the meter is registering consumption at any amount less than equal to two percent above normal, said meter

shall be considered to be accurate, and the customer requesting the test shall pay the BMU an amount to cover the expenses of such test. This charge shall not be less than the standard service charge.

- i. If, upon test by the BMU, any meter is found to register two percent above normal, the BMU will bear the expense of the tests. Such meter shall be re-calibrated.
- e. If it is found that, during any period of time, a meter has failed to register, the customer served through said meter shall be billed by the BMU, and shall pay to the BMU, a charge for service delivered during such period of time which shall be estimated and computed by the BMU on the basis of wall available information pertaining to proper determination of the customers' usage and load.
- f. The BMU shall advise customers to use discretion and caution in requesting meter tests to avoid unnecessary expense. Typically, meters, like any mechanical device, become worn with use, which increases friction and results in the meter running slower or registering less than the normal quantity.

9. Holiday, Weekend, and After Hour Calls:

- a. The Utility will call-out its employees to respond to emergency after hour calls. There will be no charge for these services unless the Utility's employees do work on the customer's facilities, or if the problem is found to be that of the customer and not the BMU. The BMU reserves the right to bill the customer for such emergency services performed on the customer's facilities. These charges may include, but not necessarily be limited to, compensation for the employee's time actually spent on the emergency call, and reimbursement for any materials and equipment which normally are not included in the BMU routine maintenance. When it is deemed necessary to bill the customer for said call, at no time will the charge be less than the established minimum service charge.
- b. Customers requesting services to be connected outside of ordinary business hours may be assessed charges to reimburse the BMU for expenses incurred. These charges must be paid to the service personnel before service is connected or restored.

10. Budget Billing:

- a. The purpose of the budget billing is to provide a method whereby a customer may pay an average bill throughout the year and thus avoid having to pay high bills in certain months of the year. Availability, eligibility, and terms of the plan are available on our website or upon request from the Utility office.

11. Billing:

- a. Mailing Date of Bills – All bills are mailed the last working day of each month and bear a due date of the 10th of the month following the month in which they are mailed.
- b. Delinquent Accounts – A delinquent notice shall not be printed for any account that has an outstanding balance. If the customer does not pay the bill within the prescribed time (by the 20th) the account shall be subject to disconnection and have a 5% penalty applied to the unpaid electric balance the first business day following the 20th. There is no penalty assessed on water, sewer, or solid waste services.
- c. Any Customer wishing to make a payment arrangement on a past due balance may make only **three** payment arrangements per calendar year. If a customer makes a payment arrangement and fails to keep that arrangement, no other payment arrangements will be made. Payment arrangements may not be made on disconnected services, a returned check or payment or if any evidence of meter tampering has occurred.
- d. Penalty Date –the penalty date shall be the first **business** day immediately following the twentieth of the month.
- e. Timely Payment – A payment will be considered timely if it is received in the Utility office by 5:00 p.m. on the penalty date. Any payments found in the night deposit boxes when they are opened at 8:00 a.m. on the next working day following the penalty date shall be considered paid in a timely manner and not subject to penalty. Any payments received in the mail on the morning following the penalty date shall not be subject to penalty as long as they are postmarked on or before the penalty date.
- f. Partial Payment – In cases of partial payments on the electric amount, the penalty shall be assessed on the unpaid balance remaining on the penalty date.
- g. Application of Penalty – Penalties shall be assessed on all classes of customers, except federal, state, and local government organizations.
- h. Payment Types - the Utility will accept cash, credit cards, money orders, and checks as a form of payment. Payment can also be made on our website at: www.sikestonbmu.org or by registering for SmartHub.
- i. Monetary Adjustments Due to Leaks: In the event of an unknown loss of water inside the house or building, an adjustment to the sewer charge will be made at 100% of the charges and water will be adjusted at 50 % of the excess water loss based on the previous year's consumption for the same period, or the average of the year's consumption, whichever is determined by the BMU to be the most reasonable, provided that the leak is repaired when detected and evidence of such repair has been submitted or inspected by a BMU employee. Only one courtesy adjustment per customer per calendar year will be granted for leaks inside the house or building unless the leak affects two billing cycles which we would adjust accordingly.
 - i. In the event of an underground leak, which occurs between the meter and the house or building, the customer may request a

refund of excess water/sewer charges associated with the leak, provided that the leak has been promptly repaired by a plumber and the customer has submitted evidence of such repair. An adjustment may be made of 50 percent of the excess water loss and 100 percent of the excess sewer charges based on the previous year's consumption for the same period, or the average of the year's consumption, whichever is determined to be most reasonable by the BMU.

- ii. No Monetary Adjustment will be made for the following:
 - 1. Leaking faucets and toilets;
 - 2. Faucets, hoses and other water outlets left running;
 - 3. Irrigation pipes that burst due to lack of proper winterization.

12. Draw Drafts and other Methods of Payment:

- a. The Utility offers an auto draft payment plan whereby a customer, after completing the necessary application, may authorize the BMU to issue a draw against the customer's bank account each month for payment of their utility bill. Details of this, or other methods of payment, may be obtained by calling the Utility office.
- b. Any customer wishing to make a payment arrangement on a past due balance may make three payment arrangements per calendar year. If a customer makes a payment arrangement and fails to keep that arrangement, no other payment arrangements will be made. Payment arrangements may not be made on disconnected services, a returned check payment, or if any evidence of meter tampering has occurred.

Part II

Electric Service

1. **General Rules** – These rules and regulations set forth terms and conditions under which electric service is supplied by the BMU of the City of Sikeston are intended to govern all classes of service supplied by the BMU to consumers.

In addition to the provisions and conditions herein, service supplied under the electric rate schedules is subject to the service regulations specified in the rates and to such amendments or additions thereto or hereinafter may be made by the BMU.

Electric service furnished by the BMU is subject also to the requirements set forth in ordinances of the City relating to electrical installations, inspections, licensing, permits and regulations and in the Rules and Regulations of the National Electric Code.

Electric service to each customer shall be for the sole use of such customer on the premises described in the application for electric service and resale or sub-metering of electric energy by such customer is prohibited. A separate bill shall be rendered for each meter, and electric service furnished to the same customer through separate meters shall not be added or accumulated for billing purposes.

When two or more rates are available for certain classes of service, the choice of such rates lies with the customer. The BMU will, at any time, upon request, advise any customers as to the rate best adapted to existing or anticipated service requirements as defined by the customer, but the BMU does not assume responsibility for the selection of such rate or for the continuance of the lowest cost under the rate selected.

The BMU will make every reasonable effort to provide a continuous supply of electricity to meet demands. However, should interruptions occur by reason of acts of God or causes beyond the immediate control of the BMU, it shall have the right to grant preference to those services which in its opinion are the most essential to the public welfare. The BMU shall not be held liable for monetary loss or loss of business from interruptions in the supply of electric energy.

The BMU will make every reasonable effort to maintain voltages within a practicable tolerance thereof.

- a. For general all-purpose supply where nominal voltage is one hundred-twenty (120) volts; one hundred twenty-seven (127) volts maximum and one hundred-ten (110) volts minimum.
- b. For power service, the voltage will be maintained at ten percent (10%) above or below standard service voltage. The ranges of voltages indicated shall be considered as being made up of three (3) voltage zones; favorable, tolerable, and extreme. The favorable zone shall be a voltage range within four percent (4%) above and five percent (5%) below normal. The tolerable zone shall be that zone between six percent (6%) above and eight percent (8%) below nominal voltage, and the extreme zone shall not exceed nine percent (9%) above and eleven percent (11%) below nominal

voltage. When the system voltage variations extend to within the extreme zone, the BMU will take such steps as may be required to improve the system voltages to within either the favorable or tolerable zone. The Utility will not be held responsible for variations in service voltage at the customer's premises caused by the operation of customer's apparatus.

- c. **Power Factor Requirements:** Large commercial and industrial customers are required to maintain a power factor of not less than eighty-five percent (85%), lagging. Failure to maintain the required minimum power factor will result in an adjustment to be added to the customer's monthly bill for electric service. Additional information about power factor problems and corrections is available from the Utility.
- d. **Power Quality:** Power quality on the electric distribution system can be affected by equipment operated by the customer. The most common effect is harmonics. If problems due to harmonics are present in the customer's system, it is the customer's responsibility to correct the problems. Failure to correct harmonic problems may result in disconnection of service in those cases where the customer's problem is affecting other BMU customers. Information about harmonics and other power quality problems may be obtained from the Utility.

2. Application For Service:

- a. An application for service will be required of each customer in accordance with paragraph (1b) of the "General Rules and Regulations".

3. Diversion of Electric Energy:

- a. No person, except authorized employees of the BMU, shall disconnect any meter, connect to any meter, or disturb the service lines without written authorization.
- b. In any case where energy consuming devices or equipment are connected ahead of the meter or there has been any tampering with or connections to the BMU's meter including breaking of meter seals which would make possible or result in the consumption of electricity not registered on the BMU's meter, consumer shall be liable to immediate disconnection of service and subject to prosecution under applicable laws. (Section 9.04.020 of the Municipal Code, City of Sikeston).
- c. In the event of diversion of electricity, the BMU shall be entitled to collect from the consumer at the appropriate rate for all additional power and energy estimated by the BMU which was not register on the meter because of such diversion of electricity and for all expenses incurred by the BMU on account of such unauthorized act or acts.

4. Attachments to Poles:

- a. Attachments to BMU poles or lighting standards will not be permitted except upon specific written authority of the BMU. The attachment of radio or TV antennae is specifically prohibited. Attachments of communications circuits such as telephone or community cable television systems may be made provided a joint use contract has been entered into between the BMU and those desiring to make such attachments.

5. Tree Trimming and Removal:

- a. The consumer shall permit the BMU to trim the limbs and tips of trees to the extent that such trimming shall be reasonably necessary to avoid interference with its lines. The BMU reserves the right to remove trees located in an easement or public right-of-way that directly interfere with its primary power lines.
- b. If a customer's tree or limbs from a customer's tree fall on primary or secondary power lines, the BMU will only trim or remove what is necessary to continue electrical service. The BMU will not be responsible for removal of fallen trees and/or limbs from a customer's tree. The owner of the tree will be responsible for removal of the tree or its further trimming.
- c. If requested in advance, the BMU will drop a customer's overhead service line to accommodate tree trimming by the customer.

6. Underground Services:

- a. All underground services will be OWNED AND MAINTAINED by the customer. Underground services shall conform in all respects to the ordinance of the City relating to electrical installations, inspections, licensing, permits and regulations, and to rules and regulations of the BMU. Regardless of the location of the meter or meters, the point of delivery for underground service shall be at the distribution line or at a point as designated by the BMU.
- b. The BMU will install residential underground services in accordance with the following guidelines (for the purpose of this section, residential services shall include single-family units, duplexes, and condominiums):
 - i. General Residential Service: The BMU will furnish the labor to install underground services. The customer will reimburse the Utility on a per foot basis for the cost of the service conductor supplied.
 - ii. Total Electrical Residential Service: As an incentive to encourage construction of all electric homes, the BMU will provide, at no cost to the customer, the materials and labor for the installation of underground electric service to a newly constructed or completely remodeled all electric home.
- c. The BMU will not replace existing residential overhead service with underground services unless major remodeling to the property requires a

new service entrance and panel, and it is determined to be necessary by the BMU. The guidelines for residential service found in paragraph b will also apply for such replacement.

- d. The BMU will install overhead electrical service to commercial establishments at no charge to the customer. Any commercial establishment desiring underground electric service shall be required to reimburse the BMU for all labor, materials, and estimated costs for this service before the BMU begins work.
- e. Multi-family units consisting of three or more units shall be considered as commercial and therefore the builder/contractor shall pay for all costs associated with the underground services. The BMU will trench in such underground services, if requested, on a time and material basis.
- f. It is the policy of the BMU to provide the meter base and related appurtenances at no cost to the customer.

7. Incentive Program for Residential Installation of Electric Water Heaters and Electric Furnaces:

- a. The BMU will rebate to the customer the purchase price (up to \$150) for the installation of an electric water heater. To qualify for the rebate, a minimum 40-gallon water heater with an "R" value of not less than 14 must be installed.
 - i. A BMU representative will perform an inspection prior to installation and a follow-up inspection after installation, if required, to verify it qualifies for the electric water heater rebate.
 - ii. Multi-family units that are all electric shall qualify for the water heater rebate outlined above provided the individual units in the multi-family residences are separately metered.
 - iii. The rebate only applies to the replacement of a gas water heater or installation of an electric water heater in a new construction.
- b. The BMU will rebate to the customer the purchase price (up to \$200) for the installation of an electric furnace. To qualify for the rebate, a forced air electric furnace must be installed.
 - i. A BMU representative will perform an inspection prior to installation and a follow-up inspection after installation, if required, to verify it qualifies for the electric furnace rebate.
 - ii. Multi-family units that are all electric shall qualify for the electric furnace rebate outlined above provided the individual units in the multi-family residences are separately metered.
 - iii. The rebate only applies to the replacement of a gas forced air furnace or installation of an electric forced air furnace in a new construction.

8. Line Extension Policy:

- a. In general, the BMU will construct or extend single phase underground or overhead distribution facilities into residential subdivision development at

no cost to the owner or developer. If the BMU is requested to extend service to loads in other areas and three phase is desired, the Utility will provide such service or capacity at no cost to the consumer, only if three phase lines are available. The Utility will strive to place all electrical distribution facilities underground in new residential subdivision developments.

9. Limitation of Responsibility:

- a. The BMU shall have no duty, obligations, or responsibility with respect to electric wiring, fixtures, equipment, or apparatus on the premises of any electric customer, other than to provide an electric meter and a service connection from the distribution system of the BMU to the point of delivery of electric energy to the customer, which shall be at the point designated by the utility.
- b. The customer shall notify the BMU immediately of any change or changes in connected load or in electric equipment on the customer's premises, which might affect electric service to such customer or to any other electric customer of the BMU; and, the Utility shall have no duty, obligation or responsibility arising out of or resulting from the customer's failure to notify the Utility.
- c. The BMU shall not be liable for any injury, damage or loss resulting from the use of electric energy on the customer's premises, or from the premises, location, maintenance or use of any wiring, fixtures, or equipment on the customer's premises.
- d. Each customer shall pay the BMU for all damage to, or destruction of its property located on or off the customer's premises where such is caused directly or indirectly by the customer or their officers, agents, or employees excepting only that resulting from ordinary wear and tear, acts of God and acts of employees of the BMU.
- e. Each customer shall notify the BMU promptly of any defect in electric wiring, equipment, or apparatus of the BMU or of any existing condition which might affect electric service to the customer or might be dangerous to person or property.

10. Point of Delivery and Service Entrance:

- a. It shall be the sole responsibility of each prospective customer to obtain from the BMU information as to the point at which the BMU will attach its service wires to customer's premise, and thereafter to wire said premises, in accordance with such information. The BMU shall have no responsibility, duty, or obligation to furnish service at any point other than designated by the BMU.
- b. The point of delivery of all electric energy furnished by the BMU to any electric customer, unless otherwise designated by, shall be at the point where the wires of the BMU first attach to any building, structure, or customer's service lines on the customer's premises.

- c. The BMU will permit the installation of services at any point on a building, residential or commercial, so long as the service wires are not required to cross a ridge of the roof, and that they meet other provisions of these Rules and Regulations. The BMU will not build additional line facilities in order to reduce customer wiring costs to serve a prospective customer when existing lines can be used. Where services are installed which will require the service wires to overhand the roof, the weather head shall be located at a sufficient height above the roof to permit National Electric Code clearance between the roof and service conductors.
- d. The BMU shall own all service aerial connections.
- e. Regarding service to mobile homes, the BMU will install the underground/overhead service conductor to any acceptable terminal box or pedestal, furnished by customer, and approved by the Electrical Inspector of the City of Sikeston. Service from said box to mobile home will be the responsibility of the customer and the point of delivery for service from distribution lines shall be at such point designated by the BMU. In no instance will the Utility install at its expense, underground service to any structure that is not permanent or stationary.
- f. Prior to the BMU connecting electric service to a new or remodeled building, the customer must obtain, from the Electrical Inspector of the City of Sikeston, an approved electrical inspection permit. This will be in the form of a yellow or green tag. The yellow temporary service tag is issued for a specified number of days and serves as a partial or cover up inspection and when presented to the BMU, service will be brought to the structure. The green tag is issued as an approved final electrical inspection. (If for some reason the final inspection fails, the Electrical Inspector of the City of Sikeston may request from the BMU that the service be disconnected.)
- g. The BMU shall provide at no cost to the customer, a suitable meter for measuring customer's energy use, demand, or other measurements it deems appropriate. If the customer requests special use meters, it may be required to reimburse the BMU for such equipment. If the customer obtains a meter base and/or related equipment from any source other than the BMU, the BMU must approve such equipment before a meter is installed.

11. Power Installations:

- a. Before purchasing any motor or power-consuming appliance to be supplied from the BMU system or before installing any power service, any customer or prospective customer shall confer with the BMU concerning such motor or other power consuming appliance which the customer proposes to purchase or install, and concerning the starting or controlling equipment thereof, for the BMU specifically reserves and shall have the right to specify the character, type voltage, frequency and phase of any power installation to be served from its system. In general, the following guidelines for motor loads will apply:

- i. Motor loads of over 7.5 horsepower will be supplied with a polyphase service.
- ii. Motors of 75 horsepower and above must be provided with reduced voltage starters.
- iii. All motor loads must be of a character and type so that their use does not interfere with service to other customers, and where interference does occur, starting equipment must be changed or adjusted to remove the interference.

12. Protection of Three Phase Motors:

- a. The BMU provides three phase service to its customers where it is possible to do so in areas where existing three phase is present. This three-phase service is provided at no cost to the customer. Three phase motors, if not properly protected, can be damaged and even burned out if they run as single-phase motors. This is commonly referred to as “single phasing.” Damage to motors caused by single phasing can virtually be eliminated with proper and inexpensive motor protection. Three phase motors can be protected by installing three properly sized overload relays in the motor starter. Customers should check with the supplier and electrician to be sure the motors are adequately protected.

13. Moving of Distribution Lines and Equipment:

- a. If the BMU is requested to move, relocate, or build any of its lines, poles or equipment to permit the moving of any house or structure for any reason which would benefit any person, persons, firm or corporation other than the BMU, the cost of such moving, relocating and/or rebuilding shall be paid in full by such person, persons, firm or corporation who may request such moving, relocating and/or rebuilding. Before the BMU will move, relocate, or rebuild any line, pole or other equipment, a cash deposit in such an amount as may be fixed by the BMU, which shall be adequate and sufficient to cover in full the estimated cost of such a moving, relocating, or rebuilding shall be made with the BMU.

14. Rental Lighting:

- a. The BMU shall furnish un-metered automatic dusk to dawn lights in accordance with the schedule of charges established by the BMU. The charges shall be for the installation of the light on an existing pole or structure. If it is required of the BMU to set a pole for the specific purpose of mounting the light, then the charges shall be increased accordingly.
- b. For said charges, the BMU will provide the electric energy consumed by the light, and any routine maintenance that may be required. Such replacements and repairs will be made within a reasonable period of time, during regular working hours, after the BMU has been notified of the need

for such maintenance. The customer will be billed on their monthly statement for this light.

15. Temporary Service:

- a. The BMU will provide temporary residential electrical service with the owner/contractor reimbursing the Utility for such service. The following options will be available:
 - i. The BMU will install the permanent underground service at the time the owner/contractor requests temporary service provided:
 - 1. The owner/contractor indicates the proximity of the service panel in the house.
 - 2. The BMU is provided with the necessary load data to determine the proper size for the underground service conductor;
 - 3. The owner/contractor supplies the necessary temporary fuse/switch box to which the temporary service will be connected;
 - 4. The BMU will trench-in the permanent underground service up to the location of the disconnect apparatus and provide enough excess service conductor to complete the underground installation into the service panel. The owner/contractor will only incur the charges for residential underground services as outlined in Section 6.
 - ii. The BMU will install temporary residential service at close proximity to the point of service (i.e. transformer, pole) provided the owner/contractor supplies the necessary temporary fuse/switch box. The BMU will provide such temporary service for a service charge as stipulated in the Appendix, Schedule of Charges, provided no utility poles are needed. If poles are needed, the BMU will provide and install them on a time and materials basis. The temporary underground service conductor (romex) must be buried.
 - iii. The BMU will install temporary residential service at a point designated by the owner/contractor, provided the owner/contractor supplies the necessary temporary fuses/switch box. The BMU will provide such temporary service on a time and material basis. The temporary underground service conductor (romex) must be buried, with the owner/contractor providing the necessary trench at their option. At the appropriate time, the BMU will install the permanent underground in accordance with Section 6. The BMU will disconnect the temporary service and leave it buried. The owner/contractor, at their option, may remove the temporary service conductor.
- b. The BMU will provide temporary commercial electric service, with the owner/contractor reimbursing the BMU on a time and material basis for such service.

Part III

Water Service

1. Application For Service:

- a. An application for service will be required of each customer in accordance with paragraph 1b of the “General Rules and Regulations”
- b. The BMU will not supply water service to new installations until:
 - i. Payment has been received for the service connection charge.
 - ii. All necessary permits have been obtained, and the customer’s piping complies with plumbing codes of the City of Sikeston, and the specifications of the BMU; and
 - iii. The BMU finds it practicable to render such service.
- c. A separate service connection will be required for each single dwelling.
- d. Multi-family structures may be served by a single service connection when under a single ownership, and the owner or manager is responsible for paying the water bill. If separate meters are installed for each unit, a fee for the cost of a residential tap will be assessed for each meter.
- e. A commercial building or group of buildings with more than one occupant, including but not limited to office buildings, stores, shops, may be served with one service connection when under one ownership and the owner or manager is responsible for payment of the water bill.
- f. A building or group of buildings used for industrial purposes, under one ownership and occupied by a single firm, may be served by a single service connection.
- g. Mobile home parks, institutional buildings, etc., located on a single premise may, upon approval of the BMU, be served by a single service connection.

2. Service Connections-New Subdivisions:

- a. Water service connections (taps) will be made by the BMU only. No taps will be made to the main until all tests have been completed and approval of the facilities by the BMU is granted in writing, accepting the facilities into the system.
- b. Water service connections (taps) shall be subject to the payment of an initial fee in accordance with a schedule as approved by the BMU for $\frac{3}{4}$ inch and 1-inch taps.
- c. All water service connections (taps) made in a developed area, replacement of existing water service connections, and/or water service connections larger than 1 inch will be accomplished on a time and material basis.
- d. In addition to the connection fees stated herein, each new customer who requests and receives a water service connection to a main which was installed by the BMU at BMU’s expense, will pay a proportional share of the cost of the water main. (See sections 6h and 6i)

3. Customer’s Service Line:

- a. The customer's service line shall be installed and maintained by the customer at their expense. The line will conform to the existing plumbing codes and the requirements of the City of Sikeston.
- b. The customer service line shall include the connection to the meter and all liability for such connection shall be the customer's responsibility.
- c. Customer's service line shall be laid to the property line, at a point designated by the BMU.
- d. The customer shall be responsible for all changes in their service line required on account of grade changes or other causes.
- e. No attachment by the customer shall be made between the meter and the street main.
- f. Any repairs or maintenance necessary on the customer's service line, including the connections to the meter, shall be performed by the customer at their expense and risk.
- g. All customer service or outside pipes must have placed thereon a cut-off. When water is available at the meter, the BMU shall not be responsible for thawing frozen services.
- h. Requests for relocation or enlargement of an existing service connection and/or meter installation shall be subject to the payment of the estimated cost of labor and material involved.
- i. It will be the responsibility of the owner/builder/contractor to provide finish grade elevation to the BMU to properly establish meter box elevation. All necessary grade adjustments shall be completely at the customer's expense.

4. Cross Connections:

- a. Ordinance No. 5202, adopted by the City Council May 4, 1998, thereby repealing Ordinance No. 4417, outlines the regulations for cross connection control for the City of Sikeston. (See Sikeston Municipal Code Section 720) The purpose of this ordinance is to establish a cross connection control program to protect the health of BMU water customers by the control of actual and/or potential cross connections through the proper installation and surveillance of backflow prevention devices on service lines leading to premises where cross connections exist or are likely to occur.
- b. Any customer's facility that falls into a category where backflow prevention devices are required to protect the public water supply, unless the Utility determines no hazard or potential hazard exists, shall be responsible for acquiring said device. Also, the type of protective device required shall be determined by the Utility and shall depend on the degree of hazard which exists.
- c. Should a cross connection be found, the Utility, having given the customer not less than fifteen (15) days' notice of its intention, will discontinue water services. If any immediate hazard to health is caused by the cross

connection, water service to the premises shall be discontinued until it is verified that the cross connection has been removed.

- d. Backflow prevention devices shall be installed at the customer's expense. Backflow prevention devices shall be inspected and tested upon installation as required by State Law 10CSR60-11, and at intervals not exceeding one (1) year, or more often if deemed necessary by the Utility. The testing shall be performed by a Missouri State Certified Backflow Assembly Device Tester and shall be at the customer's expense. Repair of devices shall be made as needed upon inspection or testing. The device shall be repaired, overhauled, or replaced whenever they are found to be defective or as required by manufacture's recommendations or State Law. All testing, repairs, overhaul, or replacements shall be totally at the customer's expense.
- e. Those customers who have separately installed meters for lawn sprinkler systems, and have them turned off during the winter months shall either:
 - i. Pay the respective turn-off and/or turn-on fee at the time the meter is disconnected and/or reconnected, respectively; or
 - ii. Pay at least the appropriate customer charge each month of the year.

5. Continuity of Service:

- a. The BMU reserves the right to shut off the water supply for the purpose of repairs, extensions, or other necessary operations. Every reasonable effort will be made to notify customers prior to the interruption in service, but an emergency may not permit taking the time to do so.

6. Water Main Extensions:

- a. A written request to the BMU for the extension of distribution water mains will be made by an individual, corporation or by a majority of residential owners of the property to be served. The request will be accompanied with a subdivision plat and shall meet the requirements of Section 415.510 of the Municipal Code, City of Sikeston.
- b. Plans, specifications, and estimated cost of the water main extension, setting forth the course, depth, pipe dimensions, necessary valves, fire hydrants and appurtenances, shall be prepared or approved by the BMU. The cost for planning shall be paid by the owner or developer. Extension shall be from the nearest suitable existing main and the pipe diameter shall be at least six (6) inches.
 - i. ENGINEERING BY OTHERS: Design and location of water mains formulated by others will require approval by BMU prior to construction.
- c. RESPONSIBILITY AND COST OF WATER MAIN EXTENSIONS BY ENTITIES OTHER THAN THE BMU: The water main extension will be surveyed, constructed, and paid for in full by the owner, developer and/or their contractor, in accordance with the plans and specifications prepared

and/or approved by the BMU. Should improvements to the existing water supply and treatment system be required, the Director of the Utility will report to the Board the extent of said improvements and recommendation as to what, if any, cost of said improvements should be borne by the Utility.

- d. WATER MAIN EXTENSIONS EXTERNAL TO CITY LIMITS: Except for providing service to other political subdivisions of the State of Missouri, the following guidelines for offering water service external to the city limits will apply.
 - i. The BMU will not provide water service external to the city limits until a fully executed petition for annexation of the subject property, or properties to be served has been submitted to and accepted by the City.
 - ii. Water service connections to existing water lines external to the City limits may be approved by BMU subject to submission of the required annexation petition and a determination by the Utility staff that no adverse effect on the existing system will result.
 - iii. Customers will pay all costs associated with connection to the existing system.
- e. When development occurs, it must comply with BMU plans for service to that particular area. Water mains will be sized, as determined, or approved by the BMU, to provide adequate fire protection and service to the area, but in no case will the main size be less than six (6) inches. Should the BMU require a main size larger than the required to provide adequate fire protection and service to the area, then the BMU will pay for the difference in cost of such larger size.
- f. INSPECTION AND TESTING OF MAINS:
 - i. The BMU shall have full authority of inspection of the material used and work performed in extending the water mains. Upon completion of the extension, the BMU will oversee the testing and sterilization of the main. The cost of furnishing and placing the disinfectant and the actual labor and material cost to accomplish the work shall be borne by the owner, developer and/or their contractor. All other costs of inspection and testing will be borne by the BMU.
- g. ACCEPTANCE AND OWNERSHIP OF MAINS:
 - i. Upon satisfactory test, sterilization, and receipt of as-built construction plans, the BMU will accept ownership of the water main extension by way of letter of acceptance. Upon such acceptance it shall become the property of BMU, in consideration of its perpetual upkeep and maintenance. However, in the event of any irregularity in construction or legal title, BMU has the option of postponing or refusing acceptance of the main. BMU must give the petitioner written notice, with thirty (30) days of the date of satisfactory test and sterilization, of its decision to postpone or refuse acceptance of the extension. If the main is not accepted by the BMU, they shall not be required to supply water to it.

h. WATER MAIN EXTENSIONS BY BMU:

- i. As stipulated above, distribution water mains are extended at the expense of parties other than the BMU, however, in order to provide a complete and adequate water distribution system to all areas of the City, the BMU has installed and extended, and may continue to install and extend water mains within the city limits under any of the following conditions:
 1. Through an undeveloped area to bring service to a developed or developing area.
 2. To provide an increase in water volume and pressure to a developed area.
 3. To close loops in the distribution system to provide circulation and increased volume.
 4. To connect and provide service to a water distribution system other than the city's.
 5. For replacing, to bring up to city standards, water mains acquired from other through annexation.
 6. Any other reason that, in the opinion of the Board, is essential to providing adequate service to an area of the City.
- ii. The Board will determine the priority of need and the location of water mains to be installed by the BMU. This determination will consider the actual needs of the area to be served and the availability of funds.
- iii. When a customer requests a connection to a water main which has been installed at the sole expense of the BMU, such customer shall pay to the BMU a proportional share of the cost of the water main according to the following formulas:
 1. **For residential or other connections two (2) inches or smaller:** The number of feet of water main fronting on or otherwise bordering or paralleling the lot or tract being served multiplied by the BMU's latest estimated per foot cost of installed six-inch water main of the same material as the main to which the service line is being connected.
 - a. for connections one inch or smaller to homesteads, farmsteads, or recreational property with frontages or other abutting or paralleling dimensions greater than two hundred (200) feet, the property owner shall, as consideration for such connection:
 - i. pay an amount equal to the BMU's latest estimated per foot cost of one hundred (100) feet of six-inch water main; and,
 - ii. enter an agreement, in a form approved by the BMU, obligating all of the owners of real property interest in the tract to pay the balance of the BMU's latest estimated per foot cost of six-inch main across the tract at the date future

services are requested or the tract is developed for residential or commercial use.

- b. **For commercial, industrial, or other connections larger than two (2) inches:** The number of feet of water main fronting on or otherwise bordering or paralleling the lot or tract being served, including remnants that cannot be developed, multiplied by the BMU's latest estimated per foot cost of installed water main of the same size material as the main to which the connection is being made. In no event shall the customer's cost be less than the BMU's latest estimated per foot cost for installed six-inch main of the same material nor more than the BMU's latest estimated per foot cost of installed water main of the size determined by the BMU as necessary to provide adequate fire protection and service to the area.

- i. When a customer requests a connection to such a water main, and that connection will serve an area, tract, parcel, or lot that does not front on, or otherwise border or parallel the said water main, such customer shall pay to the BMU a fee equal to one hundred (100) feet of the BMU's latest estimated per foot cost of installed water main of the same size and material as the main to which the connection is being made.

- c. The BMU's latest estimated per foot cost of installed water mains are listed in the Appendix, Schedule of Charges. The BMU will review and update the estimated per foot costs annually.
- d. Except for those connections made in accordance with subsection h3b1 above, when it is apparent that a water main installed by the BMU can serve customers on both sides of the right-of-way, only one-half of the above front foot assessment will be charged to any customer. Where customers' property front on rights-of-way where the controlling authority will not permit service crossings, the full front foot assessment will be charged to any customer.

i. **WATER MAIN EXTENSIONS BY JOINT VENTURE:**

- i. The BMU may, at its discretion, enter a joint venture with an owner or developer or other political subdivision of the State of Missouri to install and extend water mains through undeveloped areas within the city limits to bring service to a developed or developing area or to connect to a water system other than the city's. The BMU's share of the installed water main cost shall be the difference between the actual construction cost of the said main and the BMU's latest estimated cost of installed water main of the same material and

size determined by the BMU as necessary to provide adequate fire protection and service to the area. The BMU will assign connection charges, based on the BMU's share of the cost for the installed water main, to the underdeveloped property benefitted by the said water main. When a customer requests a connection to said main, the BMU will collect, in addition to the appropriate tap charges, said connection charges based on a pro-rata front footage of the property served. In no event will the customer's cost be less than the BMU's latest estimated cost of installed six (6) inch water main of the same material as the said water main.

7. Fire Protection Facilities:

- a. No unauthorized person shall, without consent of BMU, open any fire hydrant except for the legitimate purpose of extinguishment of fire, as provided in Section 210.195 of municipal Code of the City of Sikeston.
- b. If it is requested of the BMU to open a fire hydrant for any purpose other than the extinguishment of a fire or routine flushing, it will be necessary for the BMU to bill the customer making the request at the rate established by the BMU per thousand gallons for the water used. In addition to charges for the water used, there shall also be a service charge assessed. This charge will include, but not necessarily be limited to, the filling of swimming pools, water sold at the water plants, and any commercial use of water that is consumed through a fire hydrant.
 - i. Anyone requesting use of a fire hydrant meter may be required to establish a deposit equal to the value of such meter. The deposit will be refunded upon the return of the meter undamaged and after applicable charges for its use have been paid.
 1. A minimum service charge plus the applicable rate per thousand gallons of water used shall be assessed for such use. (The service charge shall be waived if the Utility crews are responsible for the meter's use.)
- c. Relocation of a fire hydrant occupying a City right-of-way or easement may be made by the BMU upon written request of an owner or property adjacent to said hydrant. Said owner shall pay a deposit equal to the estimated cost of relocation. In the event of an under or overestimate, the owner will be billed or refunded the difference. The BMU reserves the right to refuse to relocate the fire hydrant if in our opinion, such relocation would be detrimental to the safety, convenience, or protection potential of the hydrant.
- d. Relocation of water lines supplying standpipes or sprinkler systems shall be the responsibility and expense of the customer.

8. Private Fire Connections:

- a. It shall be expressly understood by parties receiving private fire service that the BMU does not assume liability as an insurer of property or

persons and that the arrangement does not contemplate any special service, pressure, capacity, or facility.

- b. All such connections shall be used exclusively for the extinguishment of fires, and no connection for residential or nonresidential use may be attached to this fire service. All private fire connection apparatus shall be placed as to be readily inspected, and if upon inspection, the BMU discovers unauthorized connections, it shall install a meter on the private fire connection at the expense of the customer.
- c. Customers desiring private fire service must consult, before installation, with the BMU as to the availability of mains, pressure, etc. No private fire connection will be made on a water main of less than six (6) inches in diameter.
- d. All fire protection facilities shall have cross connection devices installed, to prevent the potential contamination of the BMU water supply. Such cross-connection devices shall conform to the requirements of Section 4.
- e. For parties using private fire service for reasons other than extinguishment of fires, including but not limited to required testing for insurance purposes, the BMU will charge for the use of fire water based upon actual use, if it can be determined, and otherwise, based upon a good faith estimate.

Part IV

Sanitary Sewer Service

1. **Application for Service:** A separate service connection (tap) will be required for each single dwelling.
 - a. Normal service connection (tap) will be installed by the contractor or developer and extended to the property line and capped. Each facility connected to the sanitary sewer system will pay a minimum connection fee as stipulated in the Appendix, Schedule of Charges.
 - b. Replacement of existing or installing a new sewer service connection under blacktop or concrete will be accomplished on a time and material basis.
2. **Customer's Service Line-City Main To Premise:**
 - a. The customer service line shall be defined as that portion of the line that extends from the structure to the city's sewer main. Any repairs or maintenance necessary on the customer's service, including the connection to the City's sewer main, shall be the responsibility of the customer.
 - b. The customer's service line shall be furnished and installed by the customer at their expense and risk. The line shall conform to Section P-602-0 of the "BOCA National Plumbing Code" as adopted by the City of Sikeston.
 - c. Customer's service line shall be laid to the property line, at a point designated by the BMU. The liability for connection to the service connection shall be the customers.
 - d. Request for relocation of the making of new service connection shall be subject to the payment of the estimated cost of labor and material involved. In the event of an under or overestimate the customer will be billed or refunded the difference. The BMU will make every attempt to avoid open cutting City Streets when making new service connections. Pavement cuts shall be considered the least desirable method of accessing utilities and a permit must be obtained prior to commencement of works from the office of the City Manager or his designee.
 - e. The BMU recommends that the customer install backwater valves on the branch of the building drain that receives the discharge from the basement. Backwater valves should be constructed so that a mechanical seal against backflow will be provided. The valve should not be less than the diameter of the pipe and should have a capacity not less than that of the pipe in which they are installed. Backwater valves should be installed so their working parts will be readily accessible for service and repair. See Section P-1003 of the "BOCA National Plumbing Code" as adopted by the City of Sikeston.

3. Sewer Main Extension:

- a. Written request to the BMU for the extension of distribution sewer mains will be made by an individual, corporation or by a majority of resident owners of the property to be served. The request will be accompanied by a subdivision plat meeting the requirements of Section 415.500 of Municipal Code, City of Sikeston.
- b. Plans, specifications, and estimated cost of the sewer main extension, setting forth the course, grade, pipe dimensions, and necessary appurtenances shall be prepared by the developer and must be written approval of the BMU. Extension shall be from the nearest suitable existing main and the pipe diameter shall be at least eight (8) inches. All extensions must comply with BMU plans, if any, for sewer service to the sewage drainage basin containing the property or properties to be served.
 - i. **Engineering By Others:** Design and location of sewer mains formulated by others will require approval by the BMU prior to construction.
 - ii. **Application For Construction Permit:** State laws regulate sewer construction. The Missouri Clean Water Law and the Regulation titled 10-CSR-20-6.010, construction and operating permits, require application for a construction permit along with plans and specification be submitted to the Missouri Department of Natural Resources, Clean Water Commission. Application may be obtained from the regional office of the Missouri Department of Natural Resources, 948 Lest St., Poplar Bluff, MO 63901 or from the Board of Municipal Utilities.
 - iii. **Application for Operating Permit:** After construction, the application for an operating permit must be submitted to the Department of Natural Resources. The application will be processed when the engineer or a municipal official has been certified in writing, on a form provided by the agency, that the project has been completed in accordance with the approved plans and specifications. A letter from the Board of Municipal Utilities indicating its acceptance must also be submitted.
- c. **Responsibility and Cost of Sewer Main Extension:** The sewer main extension, including connections to the existing system, will be surveyed, constructed, and paid for in full by the owner, developer and/or their contractor. Should improvements to existing collection and treatment systems be required, the Director of the Utilities will report to the Board the extent of said improvement and his recommendation as to what, if any, cost of said improvements should be borne by the Utility. If, in keeping with plans developed by the BMU for sewer service to an area, the BMU requires over-sizing of gravity sewers, pump stations and force mains or other appurtenances in a sewer system serving a particular development, and providing funds are available, the BMU may consider participating in the actual costs caused by the over sizing. The developer will maintain

complete and accurate records of all expenses incurred in constructing the extension and such records will be available to the BMU for inspection and audit. If the BMU participates in actual costs required for over-sizing gravity sewers, pump stations and force mains or other sewer appurtenances within a development, the BMU, at its discretion, may assess its share of those costs against the remaining properties benefitted by said installation.

- d. **Inspection and Testing of Mains:** The BMU shall have full authority of inspection of the material used and work performed in extending the sewer mains. Upon completion of the extension, the BMU shall witness all testing of the main. The cost of actual labor and material cost to accomplish the work shall be borne by the owner, developer and/or their contractor. All other costs of inspection and testing will be borne by the BMU.
- e. **Service Wye Locations:** The contractor shall make visible, at the request of the BMU, the end of each service wye to allow the Utility to verify its location and depth. In no instance will the BMU accept a sewer main extension until accurate ties on all service wye locations are verified by the Utility.
- f. **Acceptance and Ownership of Mains:** When satisfactory testing of the sewer main has been completed and when the BMU has received “as-built” construction drawings depicting accurate ties on all wye locations, the BMU will issue a letter of acceptance for assuming ownership of the sewer main extension, whose property it shall be and remain, in consideration of its perpetual upkeep or legal title.
- g. **Manhole Cover Shall be Marked Permanently:** Covers will be marked permanently Sikeston BMU – Sanitary Sewer. The BMU will provide, at cost, manhole covers upon request.

4. Sewer main Extensions External to the City Limits:

- a. The following guidelines will apply to areas requesting sewer service that are external and contiguous to the city limits.
 - i. Sewer service may be provided to an undeveloped area, tract, parcel, or platted lot contiguous to the city limits only after the area has been annexed.
 - ii. Sewer service may be provided to a developed area, tract, parcel, or platted lot contiguous to the city limits and under single ownership or control only after the area has been annexed. All facilities to be connected to the sewer system must be in compliance with city sewer standards and plumbing codes. All such facilities will be inspected by the BMU, and the City and the property owners must agree to make any improvements necessary to bring the facilities into compliance.
 - iii. Sewer service may be provided to a partially or fully developed area contiguous to the city limits which is not under single ownership or control, but which is served by a centralized collection

system only after the area has been annexed. All facilities to be connected to the sewer system must be in compliance with City sewer standards and plumbing codes. All such facilities will be inspected by the BMU, and the City and the property owners must agree to make any improvements necessary to bring the facilities into compliance.

- b. The sewer main extension, including connections to the existing system, will be surveyed, constructed, and paid for in full by the owner, developer and/or their contractor. Should improvements to existing collection and treatment systems be required, the Director of the Utilities will report to the Board the extent of said improvement and his recommendation as to what, if any, cost of said improvement should be borne by the Utility. If, in keeping with plans developed by the BMU for sewer service to an area, the BMU requires over-sizing of gravity sewers, pump stations and force mains or other appurtenances in a sewer system serving a particular development, and providing funds are available, the BMU may consider participating in the actual costs caused by the over sizing. The developer will maintain complete and accurate records of all expenses incurred in constructing the extension and such records will be available to the BMU for inspection and audit. If the BMU participates in actual costs required for over-sizing gravity sewers, pump stations and force mains or other sewer appurtenances within a development, the BMU, at its discretion, may assess its share of those costs against the remaining properties benefitted by said installation.

5. Regulations Pertaining to Use of Sanitary Sewers:

- a. Sikeston Municipal Code, Chapter 715, Discharge of Water and Wastes, regulates the use of and discharge into the City's sanitary sewers. The Industrial Pretreatment Program is contained within Chapter 715. The pretreatment program is intended to comply with all applicable state and federal regulations.
- b. The objective of the program is to prevent and/or control the discharge, into the City's sewage system, of industrial wastewater containing pollutants of a toxic or harmful nature which are subject to Federal pretreatment regulations. Industries in the industrial categories and those which discharge prohibited waste will be involved in the program. The categories are being regulated because, collectively, they have been associated with toxic substances which are required to be controlled in the City's sewer system.
- c. The main objectives are as follows:
 - i. **To protect the plant operation** from pollutants which interfere or upset its operation.
 - ii. **To protect the plant discharge** from pollutants passing through into the receiving waters.
 - iii. **To protect the plant sludge** from contamination that will restrict its disposal.

- d. The complete, detailed program includes the City of Sikeston's Municipal Code, Chapter 715, and any applicable state and federal regulations related to wastewater discharge. Current regulation information may be obtained by contacting the BMU Pretreatment Coordinator.

Appendix Definitions

1. **BMU:** The Board of Municipal Utilities or Sikeston Light and Water.
2. **City:** The City of Sikeston, Missouri
3. **Contractor:** A corporation or individual hired to install water mains, and capable of supplying proper equipment and skilled labor for that purpose.
4. **Contractor's Fire Hydrant Meter:** A meter furnished by the BMU to be installed on a fire hydrant.
5. **Customer:** The corporation, association, or individual legally connected to the BMU system.
6. **Customer Service Line:** That portion of the service line between the point of connection and structures on the customer's premises to be supplied.
7. **Department:** The electric, water or sanitary sewer departments of the Board of Municipal Utilities.
8. **Easement:** The land legally designated for the installation and maintenance of utility lines necessary to properly serve the public with utility service.
9. **Engineer:** A person or firm registered with the Society of Professional Engineers of the State of Missouri.
10. **Lateral:** A line running from the main to supply water to more than one individual customer.
11. **Lot:** A parcel or portion of land in a subdivision, or plat of land separated from other parcels or portions by descriptions as on a subdivision or record, survey map, or by metes and bounds.
12. **Meter:** A mechanical device or device to measure and record the quantity of electricity or water supplied to the customer.
13. **Meter Installation:** The facilities and related apparatus located and arranged to accommodate a given meter size in accordance with standards approved by the BMU.
14. **Plat:** A map of proposed subdivision meeting the requirements of Section 16 of the Municipal Code, City of Sikeston.

15. **Point of Connection:** The point at which a street service connection tap or private fire connection is connected to a customer's service line. Such point of connection shall be at the customer's property line.
16. **Private Fire Connection:** A pipe with appurtenances used to conduct water from a main to the point of connection to a customer's private fire protection system.
17. **Property Owner:** An individual, corporation, or association holding legal title or otherwise having legal control of a property.
18. **Right-of-Way:** A street or roadway dedicated to the City or State of Missouri.
19. **Service Area:** All of the City limits and any other areas where the departments furnish utilities or designated to serve by the members of the Board of Municipal Utilities.
20. **Service Connection Charge:** Any and all fees, costs, etc., that may be required before connection to a water or sewer main.
21. **Street Service Connection Tap:** A pipe with appurtenances used to conduct water from the main to the point of connection to the customer's service pipe.
22. **Subdivision:** A parcel of land divided into two or more lots or other divisions of land.
23. **Utility:** The Board of Municipal Utilities.
24. **Water Main:** A supply pipe, owned and maintained by the BMU to which street service connection is attached to supply water to one or more customers.

Appendix Schedule of Charges

1. After Hour Calls:

The following may be charged for new connects, reconnects, transfers, etc. made after hours.

	<u>Light</u>	<u>Water</u>
Weekdays and Saturdays	\$180.00	\$140.00
Sundays and Holidays	\$210.00	\$170.00

These charges and any outstanding bills shall be collected by the person called out before service will be restored.

2. Meter Tests:

Minimum Charge: \$250.00

If a tested meter is ten years old or older, it shall be replaced. Those meters that are tested as a result of a customer's consumption increasing appreciably one month and then dropping back to normal shall be placed back in service at the same location, as long as the test indicates satisfactory operation.

3. Water Main Extensions:

In addition to normal water main tapping charges, a new customer who requests a connection to a water main installed by the BMU, and at the sole expense of the BMU, shall pay a proportional share of the cost of the water main. The following estimated per foot costs for installed water main shall be used to calculate the customer's proportional share:

a. Six-inch (6") nominal diameter:	
PVC	\$30.00
DIP (Ductile Iron Pipe)	\$40.00
b. Eight-inch (8") nominal diameter:	
PVC	\$30.00
DIP	\$50.00
c. Twelve-inch (12") nominal diameter:	
PVC	\$40.00
DIP	\$40.00

4. Other Charges:

Regular Re-connection Fee	\$ 25.00
Minimum Service Charge	\$ 35.00
Fire Hydrant Service Charge	\$ 10.00
Normal After Hour Service Call	\$ 35.00
Returned Payment Charge	\$ 25.00
Connect/Transfer Fee	\$ 15.00
Temporary Service	\$320.00
Sprinkler Turn-on Fee	\$ 30.00
Meter Testing	\$250.00
Water Meter Box raising	\$100.00
Water sold at plants, fire hydrants, etc.	\$ 3.29/m gallons
(shall also include labor charge for actual amount of time spent).	

5. Water and Sewer Tap Charges:

a. Water Tap Charges:

3/4 " meter	\$650.00
1" meter	\$800.00
>1" meter	Time and Materials

b. Sewer Tap Charges:

Connection at existing tap	\$270.00
New Tap	Time and Materials

Note: The charges listed are subject to change upon Board approval.