



HUTCHINSON

A CITY ON PURPOSE.

CITY OF HUTCHINSON HANDBOOK

for

WATER, WASTEWATER, AND STORM WATER UTILITIES

January 2023

<u>General Policies</u>	4 – 6	<u>Wastewater</u>	16 – 20
<i>Handbook</i>	4	<i>Wastewater service line responsibilities</i>	16
<i>Interruptions in Utility service</i>	4	<i>Wastewater services</i>	17
<i>Utility ownership</i>	4 – 5	<i>Industrial wastewater</i>	17 – 18
<i>Installation of services</i>	5	<i>Wastewater system installation</i>	18
<i>Application for provision of services</i>	5	<i>Wastewater system maintenance</i>	19
<i>Discontinuation of services</i>	5 – 6	<i>Wastewater service repair policy</i>	19 – 20
<i>Right of entry</i>	6 – 7	<i>Wastewater backups</i>	20
<i>Sewer & Water Access Charges</i>	7 –		
 <u>Utility Billing</u>	 9 – 11	 <u>Storm water</u>	 21 – 22
<i>Rates and charges</i>	9	<i>Storm sewer service</i>	21
<i>Payment of utility bills</i>	9	<i>Storm sewer service</i>	22
<i>Utility bills</i>	10	<i>Storm water system maintenance</i>	22
<i>Explanation of the billing procedure</i>	10		
<i>Automatic bill payment plan</i>	10		
<i>Errors in billing</i>	11		
<i>Rental property</i>	11		
 <u>Water</u>	 12 – 15		
<i>Water service line responsibilities</i>	12		
<i>Water service interruptions</i>	13		
<i>Water service installations</i>	13 – 14		
<i>Water consumption</i>	14		
<i>Water service maintenance</i>	14 – 15		
<i>Water service repair policy</i>	15		

General Policies



CITY OF HUTCHINSON

WATER, WASTEWATER & STORM WATER UTILITIES

The City Council governs the Water, Wastewater and Storm Water utilities, working closely with the Public Works department. The City Council regularly meets on the 2nd and 4th Tuesday of each month at 5:30 p.m. at City Center, 111 Hassan St SE, Hutchinson, MN 55350. The City Council reviews and approves utility policies. The City Council reserves the right to make changes to the policies, without notice, as it may deem necessary from time to time. The City Council also reserves the right to vary from its policies in any circumstance they deem such variation is necessary or beneficial.

BUSINESS OFFICE HOURS

Monday - Friday	8:00 a.m. to 4:00 p.m.
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BUSINESS OFFICE INFORMATION:

Mailing address for business office:	City of Hutchinson 111 Hassan St SE Hutchinson, MN 55350
Customer Service phone number:	(320) 234-5672
Building Department – Permits	(320) 234-4216
Project/Environmental/Regulatory Manager:	(320) 234-5682
Internet address:	hutchinsonmn.gov

EMERGENCY SERVICE

Emergency service telephone number:	(320) 234-4272*
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* Dispatchers have access to after-hours utility staff.

Handbook

The intent of this handbook is to provide comprehensive information about City utility services.

Customers with specific issues relating to utility services provided by the City are encouraged to contact Customer Service.

The intent of this handbook is to provide accurate information regarding applicable codes, policies, standards and requirements in effect on the date of this handbook, whether promulgated by the City or other regulatory agencies. The City reserves the right to change and make exceptions to these requirements at any time. The City can change and make exceptions when, at its sole discretion, the City deems those changes necessary or beneficial. The most recent codes, ordinances, policies, standards and requirements are in effect, regardless of information contained in this handbook.

Interruptions in Utility service

It is the City's intent to mitigate any interruptions and to restore service in a timely manner. Many factors may affect restoration of utility services including, but not limited to; infrastructure failure, adverse weather conditions, time of year, available personnel, equipment or other necessary services provided by City personnel or contractors.

It is the City's intent to provide reliable utility services described in this document. Occasionally, there may be interruptions to service. Customers are responsible for planning for service interruptions and providing protection for themselves and their property resulting from service interruptions.

Utility services may be unavailable during installation or repair of infrastructure or when other uses are required. The City is not liable for related deficiencies or failures affecting water, wastewater and storm water utilities. For example, in case of a fire, water may be diverted from private services to ensure adequate water is available for firefighting.

Please notify Customer Service if there is an interruption in service. During regular business hours, please call Customer Service at (320) 234-5672. After regular business hours, please call the Public Works emergency telephone number, (320) 234-4272.

Utility Ownership

The City retains ownership of all utility mains and related appurtenances, except as otherwise provided for in City Code.

It is unlawful for anyone to:

- a) Willfully or carelessly break, injure, mar, deface, disturb, block or in any way interfere with any infrastructure, fixture or appurtenance related to the provision of utility services.
- b) Make any connection with or opening into, use or alter any municipal utility system in any way, without having first applied for and received written permission to do so.

- c) Turn on or connect to a utility when the same has been turned off or disconnected for reason of non-payment, without having first obtained written permission to do so and having paid any related fees or charges.
- d) Circumvent any meter or meter reading device, knowingly use unmetered services or knowingly use any municipal utility service of which the City has no knowledge and for which appropriate rates are not paid.

Installation of Services

Unless otherwise noted, the customer is responsible for installing and maintaining utility services between the property served and the city-owned mains, including restoration of any disturbed areas.

Application for and Provision of Service

Contact Customer Service to apply for utility services. Provision of utility services is made only under current rate structures and applicable ordinances, policies, standards and requirements. A City-issued building permit may be required for utility connections. The permit can be obtained from the Building Department.

Applications must include the legal description of the premises, address of the premises, owner's/customer's name and address, name and address of any contractor, date of installation, general description of the type and method of construction and other information pertinent to the utility service that may be requested by the City.

Connections to municipal water, wastewater and storm water systems are allowed only after the City has certified that connection fees and construction costs for the system have been accounted for. Applicable connection fees must be paid prior to connecting to the utility.

The property owner is considered the customer. Utility service charges remain the property owner's responsibility. If a property owner receives written permission from the City, utilities may be billed in the name of a customer other than the property owner.

Installations of new services and final meter readings taken prior to transferring an account from one entity to another are conducted only during normal business hours.

Discontinuation of Service

Utility services may be disconnected, without notice, for installation or repair of utilities, in the event of non-payment of charges or for unauthorized use or tampering with infrastructure and appurtenances. Utility services may also be disconnected if meters or meter reading devices become inaccessible. The City reserves the right to charge the customer for resulting, necessary repairs and to pursue other legal action provided for in City ordinances.

Discontinuation of Service (cont.)

Failure to pay for utility services rendered or to respond to a disconnect notice issued by the City may result in disconnection of services without additional notice to the customer. Neither the City, nor any of its agents, employees or representatives shall be responsible for damages or claims incurred as a result of disconnecting utility services under these circumstances.

Utility services are discontinued whenever:

- a) Application is made by the current customer to terminate provision of utility services.
- b) When existing regulations regarding the utility service are violated.
- c) When charges for service remain unpaid after notice of past due amounts has been provided.
- d) When it is found that customers provided misrepresentative or fraudulent information in connection with their application or their use of utility services.
- e) When utility service infrastructure or appurtenances are tampered with or used without permission.

Discontinuation of Service (October 15 to April 15). Utility services shall not be terminated between October 15 and April 15 if all of the following criteria apply:

- a) Discontinuation of utility service would affect the primary heat source for the dwelling.
- b) The customer has declared the inability to pay for service on forms required by the City.
- c) The household income of the customer is less than 185% of the federal poverty level.
- d) Utility services provided prior to October 15 are fully paid or the customer is current with a previously authorized payment plan.

Unpaid balances for utility services are a lien upon the premises served. The City retains the authority to certify unpaid balances for utility services to the County Auditor for collection along with property taxes.

The City will perform or inspect all service disconnections. Abandoned services shall be disconnected and, whenever feasible, all appurtenances shall be removed between the main and the property served. Disconnections and restoration of disturbed areas are the customer's responsibility. If a service is being abandoned and upsized, customers shall apply for utility service as if they were installing a new service.

Right of Entry

By applying for and receiving municipal utility services, customers irrevocably consent and agree that municipal utility employees acting within the scope of their employment may enter into and upon the private property of the customer, including dwellings and other buildings, at all reasonable times under the circumstances, to inspect, make repairs, read and repair meters and meter reading devices, connect or disconnect services or otherwise ensure provision of utility services in accordance with existing regulations.

Entry into property, except in cases of emergency as determined by the City, shall be made after notifying the customer. If the customer refuses entry under non-emergency conditions, the City may obtain an administrative search warrant to enter the property. In any case, refusal by the customer to allow entry may result in discontinuation of utility services.

Sanitary Sewer and Water Availability (SAC & WAC) Charges

Background

Sewer Availability Charges (SAC) and Water Availability Charges (WAC) are known as impact or connection fees. The City of Hutchinson has collected these fees since the mid-1990's, based on land use, number of connections and the area of land parcel at the time of development. This system was revised in 2001 to be based on the most recent Metropolitan Council Environmental Services (MCES) procedures that utilize land use parameters and related SAC units. This procedure more accurately reflects the use of the infrastructure services and is widely recognized as a fair, acceptable standard.

SAC/WAC Determination

The MCES Procedures Manual defines SAC for sanitary sewer flows into the Metropolitan wastewater system. The City of Hutchinson's policy uses the following definitions:

SAC	Sewer Availability Charge	(Relates to sanitary sewer systems)
WAC	Water Availability Charge	(Relates to water works systems)

Both SAC and WAC will be charged based on the same unit basis, which may be noted separately or together as "SAC/WAC".

For residential uses, such as single-family homes, townhouses, duplex units and most apartments, each housing unit equals one SAC/WAC unit. For residential property uses that differ from a typical unit approach, the MCES procedures and associated property use classifications are applied accordingly. Unless otherwise determined by City staff and approved by the City Council, residential properties will not incur any reductions of the calculated number of units.

For non-residential properties, one SAC/WAC unit is defined as 274 gallons of maximum potential daily wastewater flow volume. Commercial buildings may be assessed SAC/WAC units based on the maximum potential daily wastewater flow value and/or MCES property use classifications (building area basis). Industrial buildings may be assessed SAC/WAC units based on maximum normal daily wastewater flow volume for process areas and maximum potential flow volume for non-process areas and/or MCES property use classifications (building area basis). As determined by City staff, commercial and industrial properties may be granted up to a maximum 50% reduction for additional numbers of SAC/WAC units calculated beyond the initial unit (example, a 5-unit facility could be assessed 3 units, calculated by taking one initial unit + 50% of the 4 remaining units, 1 unit + 2 units = 3 units).

The Public Works Department and/or the Planning/Zoning/Building Department will make SAC/WAC unit determinations. Change in demand or use of a property may trigger a redetermination of the unit charge, so additional fees may become due when changes occur or upon approval of a building permit. The unit calculations will be based on the MCES SAC criteria and parameters. City staff has the authority and responsibility to vary from the noted criteria and parameters as specific conditions warrant.

SAC/WAC Revenue

SAC/WAC revenues collected by the City are used to help finance infrastructure costs for the City's wastewater and water systems that are not covered by other user fees or assessments. SAC/WAC revenues are utilized for improvements directly related to wastewater and water systems. These improvements include, but are not limited to:

- Trunk system pipe oversizing
- Non-assessable trunk improvements
- Storage facilities, lift stations and other related facilities
- Treatment and production facility modifications, construction or reconstruction
- Debt retirement for related costs

SAC/WAC Rates

The rates currently charged by the City of Hutchinson have been determined based on a policy of considering both the cost of growth and having new developments or existing property redevelopments pay for improvements required to make wastewater and water service available. Wastewater and water monthly user fees and taxes/assessments for the payment of improvement bond debt service cover the remaining cost of community growth.

SAC/WAC rates are reviewed annually. From time to time, inflationary increases based on the Engineering News Record (ENR) Cost Index and/or indices available from federal or state governments are considered along with any adjustments necessary to comply with City policies or City Council directives. The City Council approves any rate changes as part of the City's Fee Schedule.

Current Rates

SAC (Sewer Availability Charge)	\$2,300 per SAC Unit
<u>WAC (Water Availability Charge)</u>	<u>\$1,750 per WAC Unit</u>
TOTAL SAC/WAC CHARGE	\$4,050 per SAC/WAC Unit

SAC/WAC Fee Collection

SAC and WAC fees will be collected with the Building Permit for new construction or plumbing connections that did not previously pay SAC/WAC fees. These fees also apply to expansions of existing buildings, redevelopment of existing City parcels and for significant changes in building use or zoning that may result in the need to increase the size or use of wastewater collection and water distribution systems.

Utility Billing



Rates & Charges

Rates and charges for water, wastewater and storm water services are determined and amended by the City Council. Every year rates and charges are adopted by Ordinance. The most recent utility rate fee structure is available on the City's website at:

<https://hutchinsonmn.gov/departmentsfacilities/finance/water-wastewater-garbage-storm-water-billing/>

Payment of Utility Bills

IT IS THE CUSTOMER'S RESPONSIBILITY TO PAY BILLS ON TIME AND IN FULL.

IT IS THE CUSTOMER'S RESPONSIBILITY TO KEEP THE CITY ADVISED OF ANY ADDRESS CHANGES OR CHANGES IN OWNERSHIP STATUS.

Payments are due by the date shown on the statement. Payments may be made by cash, check, money order, credit card or automatic bank payment plan. Money order payments must be for the exact amount. No second party or post-dated checks will be accepted. Checks will be deposited as soon as practicable after they are received.

Charges for utility services, non-sufficient funds and other charges or fees relating to the account must be paid in order to keep the account current. Payments are applied first to outstanding balances for services, then to fees and other charges due and finally to current utility services.

During business office hours, customers may present payments to Customer Service, located at City Center, 111 Hassan St SE, Hutchinson, MN 55350. Payments may also be made at the drop box located at the Hutchinson City Center.

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. The State Department of Human Services recommends that you call the county in which you live.

If you are unable to pay your utility bills in full and on time, please contact Customer Service at (320) 234-5672 as soon as possible to discuss a satisfactory payment schedule.

Utility Bills

Utility bills include: the account number, present and previous meter readings, dates the meters were electronically read, amount of utility service used, number of days between meter readings, amount charged for each utility service item, taxes and other required fees, utility account adjustments, any miscellaneous adjustments and/or charges, the date payment is due and the total amount due.

Meters are read automatically via radio signals about every 30 days. Estimated meter readings based on account history may be used if access to meter readings is not possible or if the meter has stopped working.

Explanation of the Billing Procedure

Bills for utility services are typically sent to the address provided in the application approximately 3 to 5 days after meters have been read.

Customers have approximately 10 days to pay the bill in full before or on the due date printed on the bill. Bills paid after the due dates may be subject to the following additional charges:

- Late payment charge on any unpaid balance
- A processing fee for electronic payments
- A processing fee for payments received after the due date
- A processing fee if a check is returned for non-sufficient funds
- Other charges, including but not limited to:
 - a. Trip charges to notify a customer to make payment.
 - b. Trip charges to disconnect utilities.
 - c. Trip charges to reconnect utilities after payment has been received.

Notices of pending disconnection for non-payment are highlighted at the bottom of the billing statement and are also made by separate notice. Notices specify a timeframe to pay the bill or to make other satisfactory arrangements. If full payment or other arrangements have not been made by the deadline, the City may disconnect utility services (see also disconnection of services section).

Automatic Bill Payment Plan

Customers may apply to make payments directly from their account. Customers must fill out an Authorization for Automatic Payment form supplied by Customer Service. Once approved, payments are withdrawn on the date the bill is due. Customers will receive monthly utility statements indicating the payment amount and date that funds will be withdrawn. Contact Customer Service before the amount is withdrawn if there is any disagreement with the billing or if there are any related questions. Customers will have approximately 10 days to review bills before the money is withdrawn.

In the case of two consecutive billing periods with non-sufficient funds, accounts will be removed from the automatic payment plan. Charges for non-sufficient funds and other fees will apply.

Errors in Billing

Overcharged customers are credited on the next statement or are refunded on their final billing. Adjustments resulting in a credit greater than an average of three (3) months billing will be refunded by check.

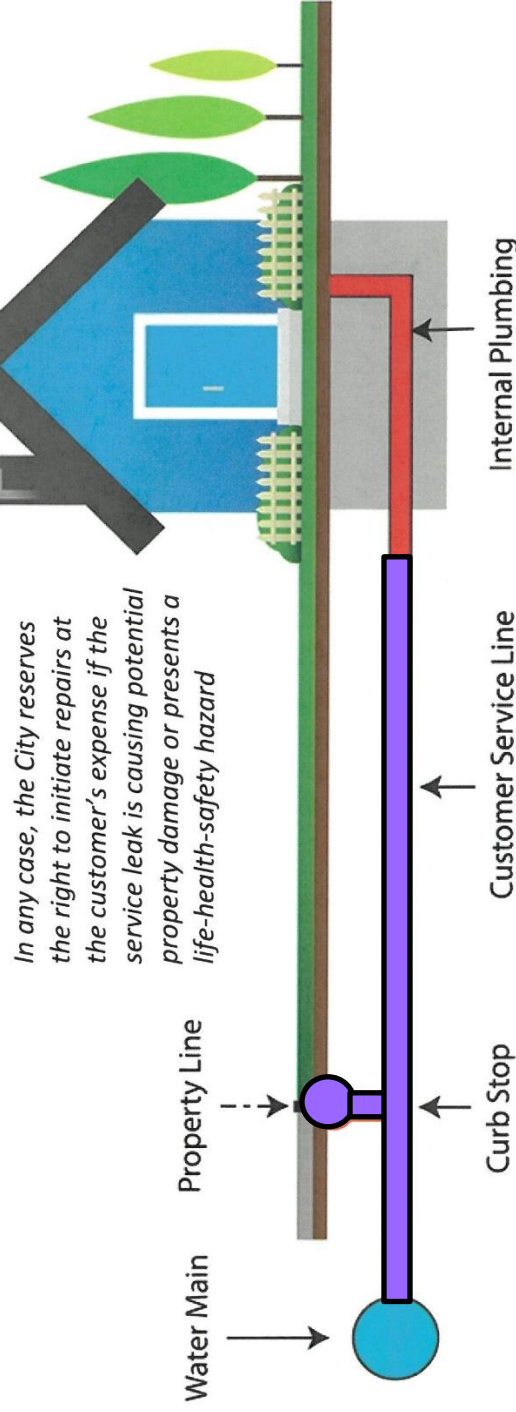
The customer will not receive a refund of overcharges for errors more than two (2) years prior to the date of notice.

Undercharged customers will be billed using a separate invoice. The invoice will include an explanation of charges.

Rental Property

Owners of rental property shall sign a Landlord Agreement form acknowledging they will be responsible for all utility charges after shut off dates requested by a renter. Failure of the owner to execute this form may lead to a disconnection of services.

Water Service Responsibilities



If a service leak can be stopped by closing the curb stop, the customer has the choice of having the City repair the service up to a reasonable distance outside the foundation wall of the structure or they may perform the repair on their own. Water may be turned off until repairs to the service line are certified by the City.

If a service leak cannot be stopped by closing the curb stop, the City will initiate repair of the service. If the repair extends onto private property, the customer has the choice of having the City repair the service up to a reasonable distance outside the foundation wall of the structure or to perform the repair on their own. The City will not conduct work on private property without an agreement with the property owner.

*The City provides this service at its discretion, beyond requirements in the City Code and may impose a reasonable fee for such service. Costs of \$0 - **\$8,500** will be covered 100% by the City, including work on private property if an agreement is in place. Costs over **\$8,500** will be the customer's responsibility.*

Water



Water service interruptions

Water supplies may be interrupted at any time for purposes of repairing or installing water system infrastructure or for specific uses, such as firefighting.

Water service installations

Water service installations are made at the customer's expense. All water service installations shall conform to Minnesota's Plumbing Code. Failure to comply with required inspections shall be grounds for not supplying or disconnecting water service to the property.

Service pipes are to be laid in a manner to prevent rupture by settlement and to prevent freezing. Trees should not be placed within six feet of private services.

The minimum size connection to a water main shall be one inch. A stand pipe valve or curb stop is required for all installations. Kits are available from the City to protect curb stops or stand pipe valves that end up being located within driveways. Joints for copper tubing must be flared or compression-fitted and be kept to a minimum. All joints must be left exposed until inspected by the City. Customers with separate, self-contained fire protection systems may apply to make an unmetered connection directly to a water main.

Water service pipes connected to the City's water system shall not be cross connected to any private water system (well, tank, pipe or other device with any other water source). If a cross connection to a private system is found, the City will notify the customer. If the required repair is not made immediately, water service will be shut off. Service will not be restored until the City determines no cross connections with a private water system remains.

The City will provide all water meters, remote meter reading devices and connectors in accordance with information included on the plumbing permit application.

Water may be turned on to the property at any time during construction. Water cannot be used to irrigate vegetation before the water meter is installed. The service will be shut off if unmetered construction water is used for vegetation irrigation.

Water service installations (cont.)

To ensure proper fit during construction, plumbers may request a dummy meter (0.75" or 1.00"). At the City's option, the actual 0.75" or 1.00" meter may be supplied. For meters larger than 1.00", the actual meter will be supplied.

Straight piping shall be installed at a length of at least three (3) times the pipe diameter immediately before the meter and a minimum of four (4) times the pipe diameter immediately after the meter. For example, a two-inch (2") line would require a minimum of six inches (6") of straight piping before the meter and eight inches (8") of straight piping after the meter.

Meters shall be located as close as possible to where the service line enters the building. Meters shall remain easily accessible and be placed as close as possible to 12 inches (12") above the finished floor elevation. Meters may not be installed within walls or be otherwise boxed in during construction.

Water Consumption

Customers shall purchase and install water meters and remote reading devices from the City. Meter installation, including any remote meter reading devices, shall be controlled by the City. Repairs and/or replacements of water meters, other than those resulting from normal usage, shall be the customer's responsibility. The City is responsible for repairs and replacements of meters and remote reading devices resulting from normal use or for citywide projects to upgrade or replace meters and remote reading devices.

If a customer requests a meter to be tested for accuracy, the request shall be accompanied by a deposit for each meter tested. If the meter is found to be inaccurate, the meter will be replaced and the deposit returned to the customer. If the meter is found to be accurate, the City will retain the deposit to defray the cost of testing the meter.

When a shortage of water threatens the City, as determined by state and/or local authorities, the City may prohibit water use or limit the times and hours during which water may be used for irrigation of lawns, gardens or for car washing, air conditioning or other uses. It is unlawful to use water in a manner so restricted after an official public announcement of those restrictions.

It is unlawful for any person, other than Fire Department or Public Works personnel, to open any fire hydrant or provide tools necessary for opening fire hydrants.

The City may provide metered or unmetered water for construction or other purposes. These services shall be provided at applicable rates established by the City.

Water service maintenance

City Code states that it is the customer's responsibility to maintain the water service pipe from the main into the building. The customer's responsibilities include, but are not limited to, the stand pipe valve or curb stop and all equipment associated with the service line, stand pipe valve or curb stop. Frozen service pipes between the main and the building are the customer's responsibility.

The City may, at its discretion and cost, make minor repairs to water service standpipes and curb stops, such as installing extensions, couplers and repair tops. In cases where it is not feasible for the City to perform these minor repairs, due to the location and/or complexity of the repair, the customer is responsible for those repairs.

Water service repair policy

Beginning in 2023, the City Council adopted a Water and Wastewater Service Repairs Policy.

The City will either repair water services or cover water service repairs up to the maximum coverage. For this service, customers will be charged a fee on their water bill. The funds will be used to cover service repair costs up to a maximum amount identified in the City's fee schedule.

2023: \$1 per month for water service repair. Maximum coverage: \$8,500.

The City Council may amend fees and maximum coverage from time to time.

Property owners have the right to make their own repairs. For repairs initiated by property owners, the City will cover expenses incurred by the property owner, up to the maximum coverage limit, provided the City is notified of the repairs and given the opportunity to certify work prior to restoring the service. In any case, the City can initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard.

Property owners are responsible for service repair costs exceeding the maximum coverage. If the City does the repair, the City will bill the property owner for costs exceeding the maximum coverage. These charges are considered current services and unpaid balances are subject to being assessed.

Customers may notify the City of a service leak or be notified of a service leak by the City. Notice will be given first by attempting verbal notification, then by information delivered to and/or posted at the property and finally by letter.

The customer's water service will not be turned on until repairs are certified by the City, except that water may be provided for minimal domestic use in cases where no significant damage will be caused by such provision.

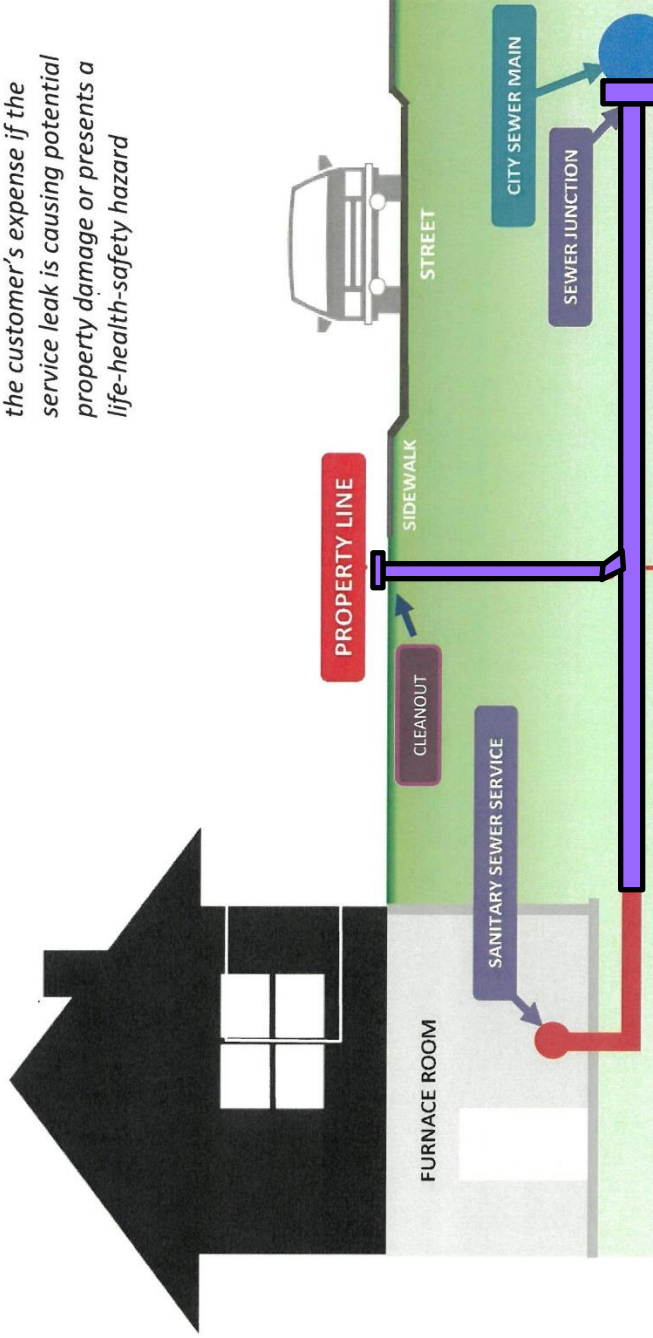
The City will attempt to stop water leaks by first closing the service stand pipe valve or curb stop.

- If the service the leak can be stopped by closing curb stop, the customer has the choice of having the City repair the service up to a reasonable distance outside the foundation wall of the structure or they may perform the work on their own. The customer must enter into an agreement to have the City repair any part of the water service located on private property.
- If the service leak cannot be stopped by closing the curb stop, the City will initiate repair of the service. If the repair extends onto private property, the customer has the choice of having the City repair the service up to to a reasonable distance outside the foundation wall of the structure or to perform the repair on their own. The customer must enter into an agreement to have the City repair any part of the water service located on private property.

Any costs exceeding the maximum coverage amount are the customer's responsibility.

Wastewater Service Responsibilities

In any case, the City reserves the right to initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard



If a service leak occurs, the customer has the choice of having the City repair the service up to a reasonable distance outside the foundation wall of the structure or they may perform the repair on their own. Water will be turned on until repairs to the service line are certified by the City.

The City will not conduct work on private property without an agreement with the property owner.

The City provides this service at its discretion, beyond requirements in the City Code and may impose a reasonable fee for such service. Costs of \$0 - \$8,500 will be covered 100% by the City, including work on private property if an agreement is in place. Costs over \$8,500 will be the customer's responsibility.

Wastewater



Wastewater services

Installation of a wastewater service requires a permit from the City. The cost of installing a wastewater service, including restoration, is the customer's responsibility. Connections to the wastewater system shall be inspected by the City. Connections to the City wastewater system are allowed only if there is available treatment capacity in wastewater treatment facilities.

Property owners with septic systems, holding tanks, mound systems or other on-site wastewater systems are required to connect to the City wastewater system whenever wastewater systems are available to the property, unless granted a written variance by the City.

Construction and connection of wastewater services shall conform to Minnesota's building & plumbing codes, the City Code, City standard specifications and other applicable regulations. All connections must be gas-tight and water-tight.

Whenever possible, services shall be brought to buildings at an elevation below the basement floor. Installation, operation and maintenance of any necessary on-site lift or grinder systems are the customer's responsibility. Any grease, oil and grit interceptors that may be required are the customer's responsibility to install and maintain.

If a customer has a significant amount of metered water that does not reach the wastewater collection system, such as an irrigation system, the customer may request installation of a deduct meter at their own cost.

Industrial Wastewater

For specific information about industrial wastewater, please contact: Project/Environmental/Regulatory Manager at (320) 234-5682.

The City Code outlines industrial wastes, including a variety of liquids, solids and gases, which are unlawful to discharge into the wastewater collection system. There are also limits on the chemical and/or biological composition of discharges into the wastewater system.

Industrial Wastewater (cont.)

In cases where the customer discharges water that contains these substances or is otherwise out of compliance with minimum standards for wastewater discharge, a special significant industrial user permit and agreement with the City may be required and additional charges may be applied.

Significant industrial users (SIU) are determined by their potential to adversely impact the Wastewater Treatment Plant. Any user that exceeds five percent of either flow or any individual pollutant at the Wastewater Treatment Facility will be classified as a SIU and will require permit coverage. Expanding the volume of wastewater produced and changes in the characteristics of wastewater produced may require permit coverage for industrial discharges.

Dilution of industrial wastes is not a substitute for adequate pretreatment or other provisions that may be outlined in an agreement with the City. Those discharging industrial wastes may be required to report pertinent data regarding the quantity and characteristics of wastes discharged. Wastes found to have the potential for life or health hazards or wastes that will potentially damage wastewater treatment infrastructure may be rejected, require pretreatment, require discharge rate controls and/or require payment for additional treatment requirements beyond existing wastewater service rates. Those discharging industrial wastes may be required to construct control manholes to facilitate measurement, observation and sampling of wastes. Flow measurement devices may also be required, if metered water use is not adequate for determining wastewater volumes.

Sources of wastewater may require sampling at the City's discretion. The cost of required sampling is the property owner's responsibility, unless otherwise identified within a pre-treatment agreement.

Wastewater system installation

Wastewater service installations are made at the customer's expense. All wastewater service installations shall conform to Minnesota's Plumbing Code. Failure to comply with required inspections shall be grounds for disconnecting water service to the property.

Service pipes are to be laid in a manner to prevent rupture by settlement and to prevent freezing. Minimum size connection to the sanitary sewer main shall be four inches (4"). A marked cleanout pipe at the property line is required for all new installations. A metal post or metal cover of sufficient size shall be installed immediately adjacent to or on the sewer cleanout to facilitate magnetic locating of the cleanout, should it become covered. Kits are available from the City to protect cleanout pipes that end up being located within driveways. Trees should not be placed within six feet (6') of private services.

Wastewater service pipes that are connected to the City's system shall not be connected to any private system (septic tank, cistern or other device). If a connection to a private system is found, the City will notify the customer. If the required repair is not made immediately, City water service will be shut off. Service will not be restored until the City determines there are no connections with private wastewater systems.

Wastewater system maintenance

Maintenance of and repairs to wastewater service lines, from the main into the building, are the customer's responsibility.

Existing wastewater service lines may be used in connection with new or altered buildings located on a property already connected to the sewer utility, provided they meet all requirements of the Building and Plumbing Codes and related City ordinances and policies.

Operation, maintenance and replacement of necessary on-site wastewater lift or grinder systems are the customer's responsibility.

Unpolluted water sources, such as storm water, ground water, roof runoff, subsurface drainage or cooling water shall not be connected to the wastewater system.

Wastewater service repair policy

Beginning in 2023, the City Council adopted a Water and Wastewater Service Repairs Policy.

The City will repair wastewater services. For this service, customers will be charged a fee on their water bill. The funds will be used to cover service repair costs up to a maximum amount identified in the City's fee schedule.

2023: \$1 per month for wastewater service repair. Maximum coverage: \$8,500.

The City Council may amend fees and maximum coverage from time to time.

Property owners shall be responsible for service repair costs exceeding the maximum coverage. The City will bill the property owner for costs exceeding the maximum coverage. These charges are considered current services and unpaid balances are subject to being assessed.

Property owners have the right to make their own repairs. For repairs initiated by property owners, the City will consider covering expenses incurred by the property owner, up to the maximum coverage limit, provided the City is notified of the repairs and given the opportunity to certify work prior to restoring the service. In any case, the City can initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard.

Customers may notify the City of a service leak or be notified of a service leak by the City. Notice will be given first by attempting verbal notification, then by information delivered to and/or posted at the property and finally by letter.

The customer's water service will not be turned on until repairs are certified by the City, except that water may be provided for minimal domestic use in cases where no significant damage will be caused by such provision.

In most cases, the City will utilize closed circuit television equipment to verify the condition of the wastewater service pipes between the main and the cleanout (if available).

- If the service issue can be addressed after verifying the condition of the pipe between the main and cleanout, the City will initiate repairs. The customer must either repair any leak in the service line or enter into an agreement to have the City repair any part of the wastewater service located on private property.
- If the service issue cannot be addressed by verifying the condition of the pipe between the main and cleanout, or if a cleanout is not present, the customer must repair the service or enter into a separate agreement with the City to repair the service line between the main and a reasonable distance from the building foundation, to include installation of a sewer cleanout.

Any costs exceeding the maximum coverage amount will be the customer's responsibility.

Wastewater backups

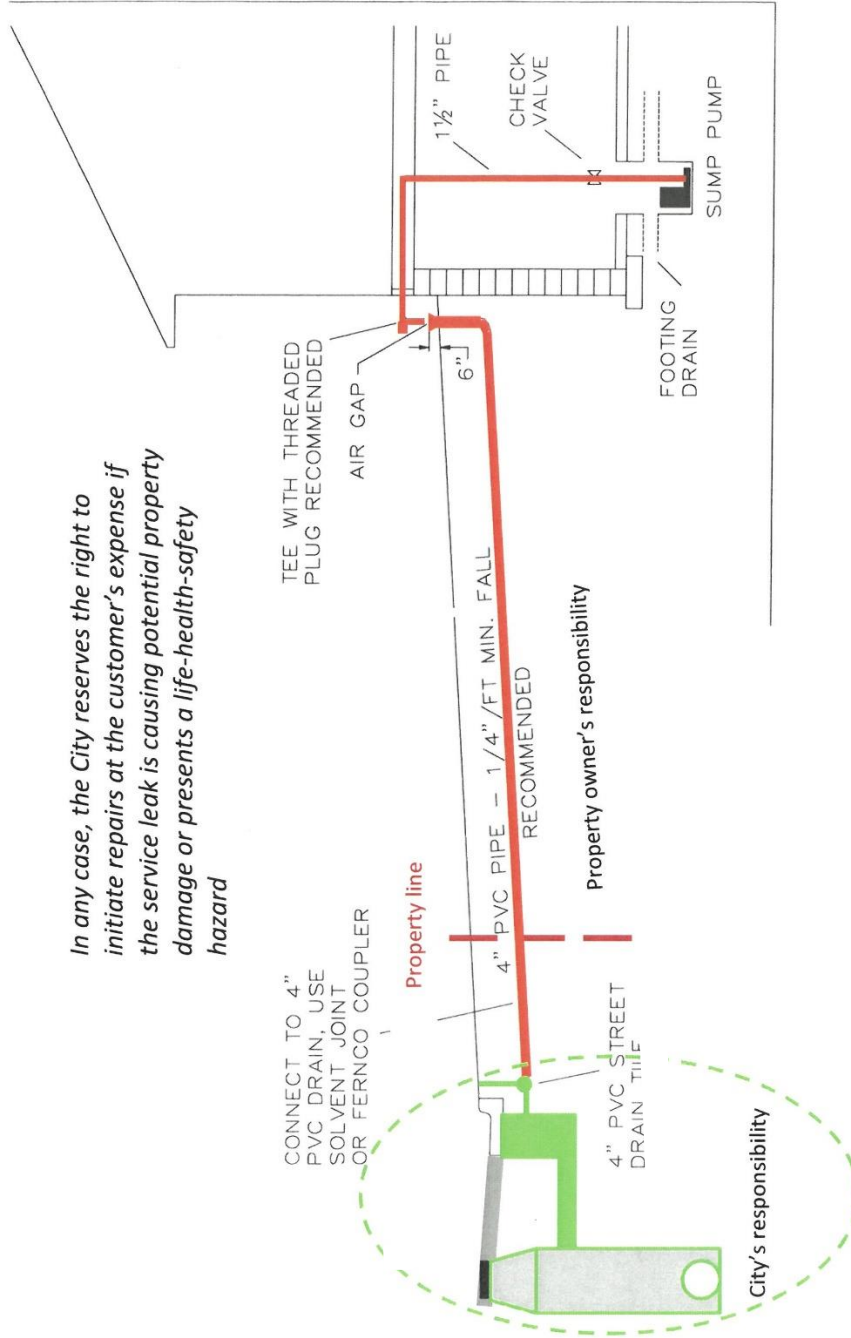
Occasionally, blockages or flooding in a wastewater service line may result in backup of wastewater into a structure. Property owners are encouraged to contact Customer Service or if after normal business hours, the Public Works emergency telephone number, to notify the City of a backup. The City will inspect upstream and downstream facilities to determine whether the blockage is in the private service line or in the main. If the blockage is in the main, City operators will attempt to clear the blockage. In cases where City mains are flowing normally, the customer is responsible for clearing blockages in their service line.

In cases where a blockage in the main cannot be removed in a timely manner, City operators may attempt to install a bypass until the wastewater main or service line is repaired. If a bypass is not feasible or if the bypass would not or does not function properly, the City may recommend evacuation of the property until repairs are completed.

Customers who have experienced a wastewater backup are encouraged to work safely while cleaning up property affected by backups. Customers should disconnect potentially dangerous utilities, document damage, check with their homeowner's insurance company and if they feel it is warranted, submit a claim to the City Finance Department.

Storm Water Service Responsibilities

In any case, the City reserves the right to initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard



Storm Water



Storm Water service

Storm water and all other non-domestic unpolluted water shall be discharged to the storm sewer system or to a natural outlet approved by the City. Water from roof drains, surface drains, sump pumps, footing tiles or other natural precipitation cannot be discharged into the sanitary sewer system.

Information regarding sump pump installation, use and maintenance is available by contacting Customer Service. Permanent sump pump installations must provide for year-round discharge capability outside of the structure, even if they are directly connected to the storm water system using an approved, permitted connection.

Sump pump installations must provide for at least two water outlets. Permanent sump pump installations must include a rigid discharge line, a check valve and an air gap. There can be no valves or quick connections to alter the path of the flow into the sanitary sewer system. In some cases, it may be possible to connect sump pumps into the storm water system. Whenever direct connections are feasible, property owners must obtain a permit before directly connecting to the storm sewer system. Permits are obtained by contacting Customer Service.

Unpolluted cooling water may be discharged into the storm water system or approved natural outlet once a permit is received from the City and may also require a permit from the Minnesota Pollution Control Agency.

Some industrial, commercial and institutional customers may qualify for credits to their storm water utility charges in cases where there is on-site storm water treatment for quantity and quality. Treatment for quantity and quality generally requires construction and maintenance of ponds or the installation of other approved storm water management devices at the customer's expense.

Further information about storm water credits is available by contacting the Project/Environmental/Regulatory Manager at (320) 234-5682.

Storm Water system maintenance

The customer is responsible for installing, operating, maintaining, repairing and replacing storm water service lines from their structure to the point where they enter the City system. The City is responsible to maintain and repair storm sewer mains and appurtenances located on publicly owned properties, publicly controlled easements and within rights-of-way.



City of Hutchinson
Public Works Department
Operations & Maintenance
1400 Adams St SE
Hutchinson, MN 55350

December 27, 2022

To: Honorable Mayor and City Council members

CC: Matt Jaunich, City Administrator
Andy Reid, Finance Director

From: John Olson, interim Public Works Director

Subject: Water and wastewater service repairs

At the December 13 meeting, Public Works presented information about the City Code language related to water and wastewater service repairs. A summary of the policy instituted in 2010, whereby the City initiates repairs to water services between the water main and the curb stop (or stand pipe valve), was also presented.

This existing program has been successful. Customers like it because they get help. Contractors like it because they get paid by City and don't have to collect from individual customers. Public Works staff like it because restoration work can be more easily, particularly when sidewalks, curb & gutter and pavement are disturbed during repairs.

A review of available coverage from private companies was presented. The recommendation was that the City of Hutchinson offer coverage similar to that provided by private companies for \$2 per month for 5,100 customers, which would generate \$122,400 per year, divided by \$8,500 equates to full coverage for 14 repairs per year.

Public Works staff recommended adopting the following Account Policy and Repair Policy. Attached also is a proforma agreement that must be signed by the property owner before any work is done on private property. We believe it is in the best interest of the City to adopt these policies for the same reasons as those identified earlier: customers like it, contractors like it and Public Works staff like it.



Water and Wastewater Service Repair Account Policy (Policy)
January 1, 2023

Purpose

The City of Hutchinson (City) hereby establishes the Water and Wastewater Service Repair Account (Account).

This Policy intends to define use of Account funds in a manner that supports the City's mission, programs and ongoing operations.

The Account provides a funding source for a variety of activities related to maintenance, repair and/or replacement of water and sewer services.

Utilization of the Account outlined in this Policy is subject to other strategic, operational, governance and financial policies of the City.

Water and Wastewater Service Repair Account

The Account provides a source of funding for maintenance, repair and/or replacement of water and sewer services that are privately owned, that are not a part of City-owned infrastructure and that are not included in water and wastewater maintenance budgets.

At the City Council's discretion, the Account may supplement other City funds in situations where there is a sudden increase in expenses, one-time unbudgeted expenses, unanticipated loss of funding or uninsured loss.

The City Council establishes, maintains or eliminates the Account. The Account consists of a designated account within the City's Water Fund. The City Council approves Account funding sources when adopting the City's annual budget and fee schedule.

Use of funds is intended to take place within reasonably short time periods. Expenditures may not exceed the beginning balance plus the revenues in any given year. Excess funds carry over from year to year and uncommitted amounts carried over may be spent on other water and wastewater expenses, as recommended by the Public Works Director and approved by the City Administrator.

Accounting

The Public Works department identifies and reviews service maintenance, repair and/or replacement projects. Projects are presented to the Public Works Director for approval. The Public Works department prepares, manages and delivers approved projects.

The Finance department assigns funds into the Account in accordance with the approved annual budget. The Finance department and Public Works department report expenditures to the City Administrator. The Finance department provides an annual reconciliation of funding sources and project expenditures at the end of each calendar year.

Account Funding Sources

The Account receives funds from related fees included in water and wastewater utility billings. Revenues may be allocated from other sources identified in the City's annual budget.

The City Council may from time to time direct that a specific source of revenue be set aside in the Account. Examples could include one-time revenues, grant revenues or other surplus funds.

Use of Account Funds

The Public Works Director identifies maintenance, repair and/or replacement projects. Use of Account resources typically includes work not accounted for in water and wastewater maintenance budgets because they affect only privately-owned services including, but not limited to:

- a. Water services. Necessary maintenance, repair and/or replacement projects from the water main to approximately four feet (4') from the building foundation, including installation, repair and/or replacement of water services, curb stops and other necessary repairs or replacements of service pipes and equipment. Water services containing lead and/or constructed of galvanized service pipes requiring replacement will be replaced.
- b. Wastewater services. Necessary maintenance, repair and/or replacement projects from the sewer main to approximately four feet (4') from the building foundation, including installation, repair and/or replacement of sewer services, cleanouts and other necessary repairs or replacements of service pipes and equipment.

Authority to use Account.

The Public Works department shall report projects to the Finance department. Projects shall identify location and nature of maintenance, repair and/or replacement of service pipes, the current available balance, budgeted transfers into the Account for the year, estimate of project costs and the anticipated ending balance in the Account.

Expenditures of funds shall be in accordance with the City's finance policies.

Based on available funds, actual costs incurred or because of unforeseen circumstances, the Public Works department may modify project requests. The Public Works department shall report modifications to the Finance department as soon as practicable after they are known.

Reporting and monitoring.

The Public Works department and Finance department coordinate oversight of the Account to ensure its use complies with this Policy and the Water and Wastewater Service Repair policy. The Public Works Director receives periodic reports of activity in the Account. Based upon information provided by the Public Works department, the Finance department prepares billings to property owners for expenses exceeding the maximum coverage. The Finance Department provides an annual reconciliation report, made available with other year-end reports.

Review of Policy

The City Administrator, Finance Director and Public Works Director shall review this Policy from time to time. The Policy shall be reviewed as warranted by internal or external changes or events, but at least once every three years. Recommended changes shall be presented for adoption by the City Council.

Water and Wastewater Service Repairs Policy

City of Hutchinson
Public Works
December 27, 2022

Repair of Leaks and Equipment

City Code clearly indicates that it is the responsibility of the consumer or owner to maintain the service pipe and related equipment from the main into the house or other building.

City Code (WATER) § 52.02 REPAIR OF LEAKS AND EQUIPMENT.

It is the responsibility of the consumer or owner to maintain the service pipe from the main into the house or other building, including, but not limited to, the stand pipe or curb stop and all equipment associated with the service line, stand pipe or curb stop. In case of failure upon the part of any consumer or owner to repair any leak or any service line, stand pipe or curb stop, within 24 hours after oral or written notice has been given the owner or occupant of the premises, the water may be shut off and will not be turned on until a reconnection charge has been paid and the water service has been repaired. When the waste of water is great or when damage is likely to result from the leak, the water will be turned off if the repair is not proceeded with immediately. Following notice as provided by this chapter, at the sole option of the city, the city may repair the leak and the service pipe, stand pipe or curb stop and all equipment associated with the service line, stand pipe or curb stop and assess the cost for the repair against the property benefitted. The costs to be so assessed may include, but are not limited to, material, labor and professional fees and expenses incurred in the repair.

City Code (WASTEWATER) § 53.023 SEWER LINE; OWNER RESPONSIBILITY.

The property owner shall be responsible for the sewer line from the building to the main sewer line.

Service Policy for Water and Wastewater Service Repairs

The services described herein are provided at the City's discretion and do not relieve property owners of their responsibilities under City Code provisions. The City Council retains the right to suspend activity under this policy at any time and for any reason.

It shall be the City's policy to repair water and wastewater services. Repairs to services will be funded by monthly fees paid by customers. The City will cover service repair costs up to a maximum limit identified in the City's fee schedule. Fees for service repairs and coverage cost limits may be amended from time to time.

Property owners shall be responsible for costs to repair water and wastewater services that exceed the maximum limit identified in the City's fee schedule. These charges shall be considered a current service charge and may be assessed to properties if any balance remains.

Water and Wastewater Service Repair Provisions

General

Property owners shall retain the right and responsibility to make repairs to their services. For repairs initiated by property owners, the City will consider covering expenses incurred by property owners, to the limit indicated in the City's fee schedule, provided the City is notified of the repairs and given the opportunity to certify the work prior to restoring service.

The customer must enter into a separate agreement with the City prior to the City conducting repairs for service lines located on private property. This agreement shall identify the rights and responsibilities of both the property owner and the City.

In any case, the City reserves the right to initiate service repairs if the service leak is causing or is likely to cause property damage or if the service leak presents any other life-health-safety hazard.

Water services are defined as the pipe, fixtures and equipment between the water main and the foundation of the building, defined as to within approximately four feet (4') of the outside wall of the foundation.

Wastewater services are defined as the pipe, fixtures and equipment between the sewer main and the foundation of the building, defined as to within approximately four feet (4') of the outside wall of the foundation.

Water service to the property may be turned off until repairs to service lines are certified by the City.

Water

In all cases, water service lines containing lead or galvanized water service lines in need of replacement will be disconnected and replaced with a new private water service line to establish a non-lead service line from the water main to the building foundation.

Customers may notify the City or be notified by the City of a service leak. Notice will be given first by attempting verbal notification, then by information delivered to the property and finally by letter.

The City will attempt to stop the leak by closing the stand pipe valve or curb stop.

- If the service leak can be stopped by closing the valve at the stand pipe or curb stop, the customer must repair or enter into a separate agreement with the City to have the City repair any leak in the service line between the building and the valve at the stand pipe or curb stop.
- If the service leak cannot be stopped by closing the valve at the stand pipe or curb stop, the City will initiate repair of the service; however, the City will not extend repairs onto private property without a separate agreement with the property owner.

During repairs for water services completed by the City or under contract by the City, proper operations of a service stand pipe valve or curb stop will be verified. This may include installing, repairing or replacing the service stand pipe valve or curb stop.

Wastewater

Customers may notify the City or be notified by the City of a service issue. Notice will be given first by attempting verbal notification, then by information delivered to the property and finally by letter.

In most cases, the City will utilize closed circuit television equipment to verify the condition of the wastewater service pipes between the sewer main and the cleanout (if available).

- If the service issue can be addressed by verifying the condition of the pipe between the sewer main and the cleanout, the City will initiate operations to reinstate the function of the service or make necessary repairs to the service; however, the City will not extend repairs onto private property without a separate agreement with the property owner.
- If the service issue cannot be addressed by verifying the condition of the pipe between the sewer main and the cleanout or if a cleanout is not present, the customer must repair the service line or enter into a separate agreement with the City to repair the service line between the sewer main to the building foundation, to include installation of a sewer cleanout.

During repairs for wastewater services completed by the City, proper operations of a cleanout will be verified. This may include installing, repairing or replacing the cleanout.

WATER & WASTEWATER SERVICE REPAIR AGREEMENT

PURPOSE

The purpose of this Agreement is to set forth the terms and conditions pursuant to the City of Hutchinson's Water and Wastewater Service Repair Policy, in which the City of Hutchinson (the "City") will repair private water and/or wastewater service line(s) of the undersigned customer.

Property address: _____.

City ID: _____.

☐ Water service

☐ Sewer service

Customer name: _____.

Property owner name: _____.

This Agreement anticipates the City will perform work or award a contract for the work to be performed under this Agreement.

CONSIDERATION

Each party agrees that the promises made by the other party and the benefits to be derived from their execution are full and sufficient consideration for entering into this Agreement.

THE CITY WILL

1. Conduct an inspection of the service line between the main and the building foundation (approximately four feet from the outside of the building's foundation wall).
2. Maintain, repair or replace services, as necessary. Cover costs up to the maximum limit identified in the City's fee schedule.
3. Verify operation of stand pipe valves, curb stops and/or sewer cleanouts. These will be installed, maintained, repaired or replaced, as necessary. The costs for installation, maintenance, repair or replacement of these shall be included in total service repair costs.
4. Disconnect and cap abandoned private service lines at the main, as necessary. Remove abandoned service lines from public property. Leave abandoned service lines on private property. The property owner may coordinate with the City to fully pay direct costs associated with removal of abandoned service lines on private property.
5. Restore areas of turf disturbed by such work, to include grading, fertilizing and seeding of turf areas on the property up to the building. Restoration does not include exterior landscaping, other than turf. The City does not warranty turf restoration.

Restoration does not include any work on any building. Restoration does not include plumbing fixtures or plumbing work necessary past four feet (4') from the outside wall of the building foundation.

6. Do the work or ensure that any contractors doing the work provide adequate insurance to protect the City and property owner against any loss that may result from damage caused by negligent operations on the customer's property. The City shall require that contractors provide the City with a certificate of insurance identifying such coverage.
7. Guarantee that any work done shall be free from defects in material and workmanship for a period of one year from its completion, excluding restoration as described herein.

THE OWNER WILL

1. Warrant and represent that he/she/they are either the owner of the property or certify to the City's satisfaction that they have been given the legal right to occupy the property and represent the owner in this Agreement. If the customer is not also the property owner, the customer shall identify the owner of the property in this agreement and the property owner shall also be required to execute this Agreement, along with the customer, prior to work commencing.
2. Permit temporary access and right of entry to and upon the above-referenced property to the City and the City's designated contractor(s) for the purpose of inspections, repairs, construction and testing of service lines and shall provide such access until the guarantee period of one year expires.
3. Provide clear, unobstructed access to the area where service lines enter the building foundation, to include removal of outdoor structures, landscaping features or other impediments to performing work up to within four feet (4') from the building foundation.
4. Assume full responsibility for any necessary maintenance, repair or replacement of the water or sewer system past the point of repair at the building foundation.
5. Provide necessary watering and care to the seeding installed during restoration of turf areas. Turf restoration is not warranted by the City. Subsequent turf restoration and restoration of landscaping features is the property owner's responsibility.
6. Hold the City, its employees and agents and the City's designated Contractor(s) harmless and free from any claim or liability for damage done in performance of the service line repair work.

OTHER

The venue for causes of action shall be McLeod County, State of Minnesota.

The responsibility to repair, maintain or replace service lines pursuant to existing City of Hutchinson Water and Wastewater system rules, regulations and policies.

Signed by the Owner(s) this _____ day of _____ 20____.

Customer – Signature _____
Customer – Print Name _____

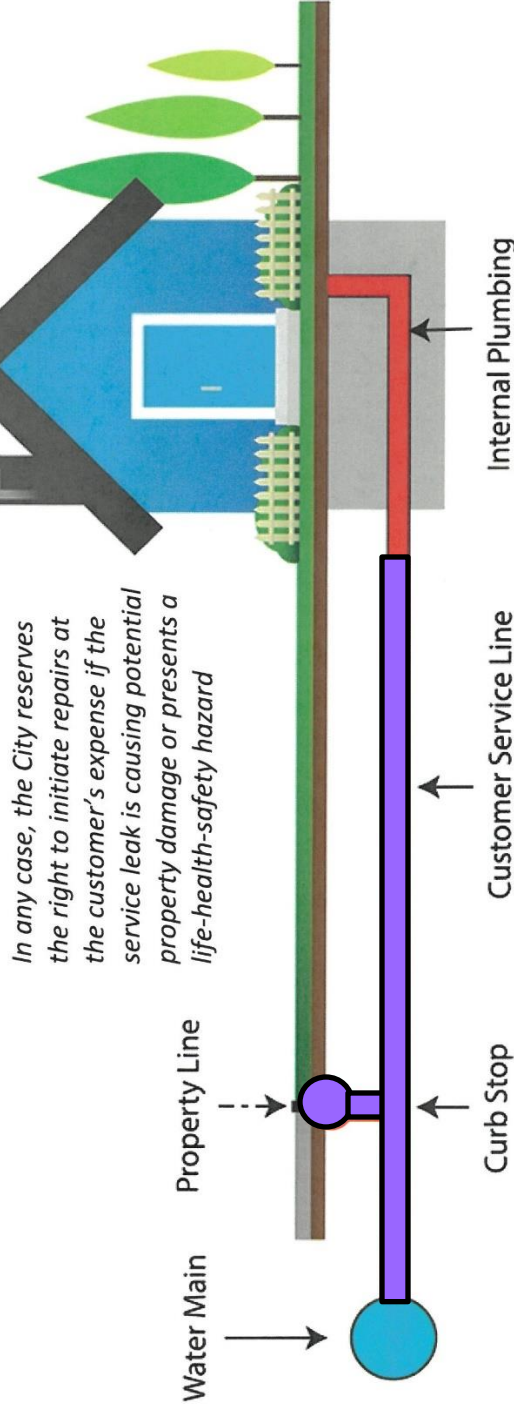
Owner Signature _____
Owner - Print Name _____

Land Contract Holder(s) – Signature _____
Land Contract Holder(s) – Print Name _____

Signed by the City this _____ day of _____ 20____.

Public Works Director
or Designee – Signature _____
Print Name/Title _____

Water Service Responsibilities



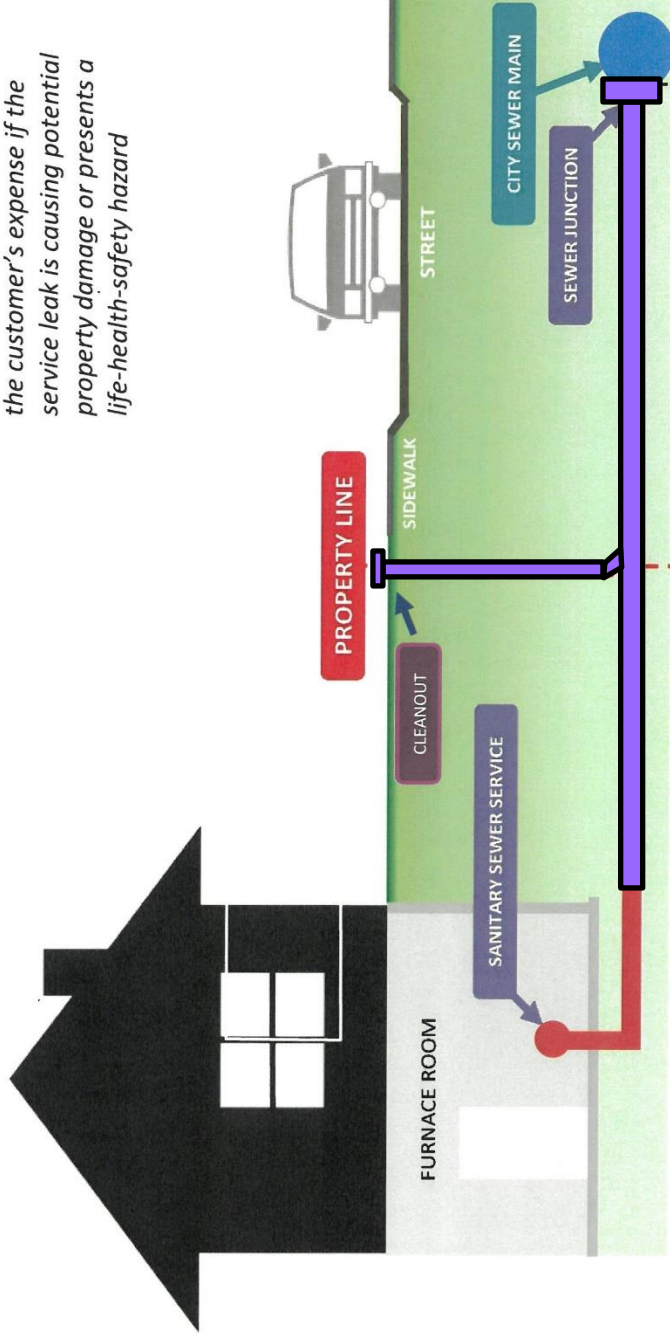
If a service leak can be stopped by closing the curb stop, the customer has the choice of having the City repair the service up to a reasonable distance outside the foundation wall of the structure or they may perform the repair on their own. Water may be turned off until repairs to the service line are certified by the City.

If a service leak cannot be stopped by closing the curb stop, the City will initiate repair of the service. If the repair extends onto private property, the customer has the choice of having the City repair the service up to a reasonable distance outside the foundation wall of the structure or to perform the repair on their own. The City will not conduct work on private property without an agreement with the property owner.

*The City provides this service at its discretion, beyond requirements in the City Code and may impose a reasonable fee for such service. Costs of \$0 - **\$8,500** will be covered 100% by the City, including work on private property if an agreement is in place. Costs over **\$8,500** will be the customer's responsibility.*

Wastewater Service Responsibilities

In any case, the City reserves the right to initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard



If a service leak occurs, the customer has the choice of having the City repair the service up to a reasonable distance outside the foundation wall of the structure or they may perform the repair on their own. Water will be turned after repairs to the service line are certified by the City.

The City will not conduct work on private property without an agreement with the property owner.

The City provides this service at its discretion, beyond requirements in the City Code and may impose a reasonable fee for such service. Costs of \$0 - \$8,500 will be covered 100% by the City, including work on private property if an agreement is in place. Costs over \$8,500 will be the customer's responsibility.