



HISTORIC
FRANKLIN
TENNESSEE

MEMORANDUM

June 6, 2012

TO: Board of Mayor and Aldermen

FROM: Eric S. Stuckey, City Administrator *Eric*
Russ Truell, Assistant City Administrator
Becky Caldwell, Director Solid Waste
Steve Sims, Assistant City Recorder & Court Clerk

SUBJECT: Customer Classification - Solid Waste Service Level

Purpose

The purpose of this agenda item is to provide the Board of Mayor and Aldermen (BOMA) information requested about the ability of the City of Franklin to provide trash service at certain selected properties.

Background

The BOMA was previously provided information for classifying customers for the purpose of applying standard classification specifically for a proposed change to Title 18 – Water and Sewer. The proposed definition and classification for water and sewer customers would be used for both solid waste and stormwater customers by modifying Titles 17 and 23 respectively. Questions arose about the impact to customers and our ability to service solid waste (trash pick-up) needs for certain affected customers.

It was determined that Solid Waste could meet the service level requirements for the properties identified on the attached schedule. Furthermore, it was determined that most of the customers impacted financially are due to a misapplication of the existing provisions of Title 17 – Solid Waste. This was due primarily to inconsistencies between Titles 17, 18, and 23 relative to classifying customers as Residential or Nonresidential and thus how we price services. Specifically, some customers are having service provided at Residential rates and should have had those services using Nonresidential (Commercial) rates. The Solid Waste Code currently prescribes that farms and “multiple housing facilities” are to be classified as Nonresidential and should be priced accordingly. Those provisions would carry forward to the proposed classification definition for all services. Attached is memo describing the full scope of municipal solid waste services that would be available to our customers.

Looking forward, much of our development will be south in the Goosecreek area, west in the Westhaven area and east along Carothers. Much of the development for housing units will be classified as “multiple housing facilities”. Establishing a framework where we can provide a consistent standard for classifying customers for delivering and pricing our services will be necessary to guide staff thru the development approval process.

Financial Impact

There will be some financial impacts to some existing customers. Some will see their bills increase and some will see their bills go down. However, most of the financial impact will be from misapplication of



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existing pricing rules not from a change in customer classification. It is expected to be essentially revenue neutral with revenues in the Water and Sewer fund going down while revenues for Solid Waste and Stormwater are expected to go up.

Options

In addition to the proposed classification of customers, the Board could consider providing a “transition period” for impacted customers. This period could be a defined period of time (e.g. six months or one year) or could be linked to the expiration of an existing service contract.

Recommendation

Staff recommends that the Board accept this information and move forward with the recommended changes to the Municipal Code for classifying customers for utility service pricing.



June 6, 2012

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator 
Russ Truell, Assistant City Administrator/CFO
Becky Caldwell, Solid Waste Director

SUBJECT: Solid Waste Service - Defined

Purpose

The purpose of this memo is to provide a detailed definition of solid waste service for City of Franklin residential and non-residential customers.

Background

The Board of Mayor and Aldermen (BOMA) recently requested details about solid waste services and what could be provided to specific developments.

The City of Franklin Solid Waste department provides services for residential and non-residential customers based on one (1) monthly service fee: \$15.00/month for residential, \$25.00/month for non-residential rollout containers and \$85/month for one (1) non-residential, weekly, dumpster service.

The City of Franklin Solid Waste department provides the following collection services to residential and multi-family, non-residential customers, using City-owned trucks and equipment with City employees providing the services:

- Household garbage from a rollout container or dumpster
- Biodegradable paper bags of small yard waste to include hedge trimmings, grass clippings, small sticks, etc.
- Curbside recyclables (Blue Bag program)
- Brush, trees and other landscape debris cut by the homeowner or employee of the non-residential property
- Bulky wastes to include furniture and other large items for disposal
- White goods to include refrigerators, dishwashers, freezers and other appliances installed by the homeowner or employee of a non-residential property



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Non-residential customers, not considered part of multi-family dwellings, are eligible to receive all of the same services listed above, except collection of recyclables in blue bags.

Additionally, the City Solid Waste team provides our customers with repair services for rollout containers and replacement lids for dumpsters.

These services are provided to customers on a weekly basis, Monday through Friday, except during holiday weeks, when we do not provide services for brush, bulk wastes or white goods.

The City of Franklin Solid Waste Department takes full responsibility for proper disposal of all wastes collected. The household garbage is disposed of in a permitted landfill, biodegradable paper bags are delivered to the City compost site for processing, blue bags are taken to the County-owned material recovery center for processing, the brush and landscape debris is ground to wood chips and recycled or used by the County-owned landfill and the white goods are sold to B Miller Recycling for processing.

**CITY OF FRANKLIN
SOLID WASTE SERVICE EVALUATION - APARTMENTS**

Development Name or Address (farms)	UNITS	Property Classification (Assessor) - Common property for Condos is Fraternal (tax-exempt); Apts are all Commercial	WATER PROVIDED BY Master meters have more than one "unit" served from one water meter & typically on common property	PROPOSED PRICING	Current Service for Trash	City Trash Service(s) Available					FINANCIAL IMPACT TO CUSTOMER - Trash Service Fees	Notes	
						SOLID WASTE can provide dumpster or rollout container service to any "Non-residential" property in need of these services							
						ROLL OUT	Dumpster	BLUE BAG	BRUSH	BULK WASTE			YARD BAGS
Alara Brook Apts	390	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Alara Cool Springs Apts	386	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Alara Farms Apts	474	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Alara River Oaks Apts	200	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Ashley Court Apts	120	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Carrington Hills Apts	360	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Dwell at McEwen	258	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Franklin Manor Apts	32	Commercial	Master	Nonresidential	City - dumpster	YES	YES	YES	YES	YES	NO	NONE	
Harpeth Hills Apts	111	Commercial	Master	Nonresidential	Private	YES	YES	YES	YES	YES	NO	NONE	
Heritage Place Apts	105	Commercial	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	NO	NONE	
Hill H (410 Natchez Ave)	10	Commercial	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	NO	NONE	
Hill, H (403 Lewisburg Ave)	6	Commercial	Master	Nonresidential	City - dumpster	YES	YES	YES	YES	YES	NO	NONE	
Magnolia Place Apts	64	Commercial	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	NO	NONE	
Main St Apts (Lammer Inv Prop)	9	Commercial	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	NO	NONE	
Meadowview Apts	190	Commercial	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	NO	NONE	
Royal Oaks Apts	117	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Southwinds Apts	282	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Sussex Downs Apts	72	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Viera Cool Springs (Franklin Oaks)	468	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
VR Landings of Brentwood Apts	724	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	
Wyndchase (Aspen Grove)	560	Commercial	Master	Nonresidential	Private	NO	YES	YES	YES	YES	NO	NONE	

CHANGE IN CUSTOMER CLASSIFICATION FOR SOLID WASTE SERVICE but NO CHANGE in cost to customer. TITLE 17 CURRENTLY PROVIDES THAT "MULTIPLE HOUSING FACILITIES" and FARMS ARE TO BE BE CONSIDERED NONRESIDENTIAL; SERVICE IS PRICED AS RESIDENTIAL AND SHOULD BE NONRESIDENTIAL PER EXISTING TITLE 17

**CITY of FRANKLIN
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						ROLL OUT	Dumpster	BLUE BAG	BRUSH WASTE	BULK WASTE			
NO CHANGE IN CUSTOMER CLASSIFICATION FOR SOLID WASTE SERVICE - INCREASE IN COST BECAUSE WE ARE BILLING INCORRECTLY. TITLE 17 CURRENTLY PROVIDES THAT "MULTIPLE HOUSING FACILITIES" and FARMS ARE TO BE CONSIDERED NONRESIDENTIAL FOR TRASH SERVICE; NONRESIDENTIAL SERVICE IS OPTIONAL													
Franklin Housing Authority	312	Government	Master	Nonresidential	City - rollout	YES	YES	YES	YES	YES	NO	YES	Tax exempt; has 20% discount for Water and Sewer service by contract with City; rollouts priced at \$15/can and should be \$25/can for ALL rollouts; fees reduce if they move to dumpster; if they stay w/Rollout fees increase
Franklin Estates Mobile Home Park	377	Commercial	Master	Nonresidential	City - rollout	YES	YES	YES	YES	YES	NO	YES	Mobile homes are PERSONAL PROPERTY; Contract for service and bill with owner of park (Commercial business); Multiple housing facilities should be priced at \$25/can not \$15/can
Craig Apts (Fair St 115)	8	Commercial	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	NO	YES	Rollouts priced as Residential @ \$15/can - should be Nonresid @ \$25/can; fees reduce if they move to dumpster; if they stay w/Rollout fees increase; Contract for service with owner of commercial business
Dodson, H (203 Fairground St)	6	Commercial	Master	Nonresidential	City - rollout	YES	YES	YES	YES	YES	NO	YES	
Hutchins B (709 W Main St)	4	Commercial	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	NO	YES	
Rochford (300 4th Ave S)	10	Commercial	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	NO	YES	
Sanders, M (210 5th Ave S)	4	Commercial	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	NO	YES	
Sanford, G (126 Fowlkes St)	4	Commercial	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	NO	YES	
NO CHANGE IN CUSTOMER CLASSIFICATION FOR SOLID WASTE SERVICE but DECREASE in utility service cost to customer may occur if billed multiple minimums. TITLE 17 CURRENTLY PROVIDES THAT "MULTIPLE HOUSING FACILITIES" and FARMS ARE TO BE CONSIDERED NONRESIDENTIAL; TRASH SERVICE SHOULD BE NONRESIDENTIAL PER EXISTING TITLE 17													
Westview Apts	15	Commercial	Individual	Nonresidential	City - dumpster	YES	YES	YES	YES	YES	NO	YES	We are billing rollouts priced as Residential @ \$15/can but providing dumpster; Contract for trash service with property owner but utility service currently with individual tenant

**CITY of FRANKLIN
SOLID WASTE SERVICE EVALUATION - CONDOS**

Development Name or Address (farms)	UNITS	Property Classification (Assessor) - Common property for Condos is Fraternal (tax-exempt); Apts are all Commercial	WATER PROVIDED BY Master meters have more than one "unit" served from one water meter & typically on common property	PROPOSED PRICING	Current Service for Trash	City Trash Service(s) Available					FINANCIAL IMPACT TO CUSTOMER - Trash Service Fees	Notes	
						SOLID WASTE can provide dumpster or rollout container service to any "Non-residential" property in need of these services							City RESIDENTIAL Service Fee Required
						ROLL OUT	Dumpster	BLUE BAG	BRUSH	BULK WASTE			
CHANGE IN CUSTOMER CLASSIFICATION FOR SOLID WASTE SERVICE - INCREASE IN COST TO CUSTOMER. TITLE 17 CURRENTLY PROVIDES THAT "MULTIPLE HOUSING FACILITIES" and FARMS ARE TO BE CONSIDERED NONRESIDENTIAL FOR TRASH SERVICE AND WE ARE NOT PRICING AS SUCH; NONRESIDENTIAL TRASH SERVICE IS OPTIONAL BUT IS \$25/CAN INSTEAD OF \$15/CAN													
Del Rio Commons	24	Residential	Individual	Residential	City - dumpster	NO	YES	YES	YES	YES	YES	YES	These are considered "multiple housing facilities" under current provisions of Title 17 and trash service is OPTIONAL not MANDATORY; proposed change would classify these as RESIDENTIAL and subject to mandatory trash service fee; HOWEVER - other City services are treated as RESIDENTIAL and would need to CHANGE to NONRESIDENTIAL to align with Solid Waste customer classification
Hardison Hills	312	Residential	Individual	Residential	City - dumpster	NO	YES	YES	YES	YES	YES	YES	
Jackson Place	48	Residential	Individual	Residential	City - dumpster	YES	YES	YES	YES	YES	YES	YES	
Brentwood Pointe	260	Residential	Individual	Residential	Private	YES	YES	YES	YES	YES	YES	YES	
Morningside	307	Residential	Individual	Residential	Private	YES	YES	YES	YES	YES	YES	YES	
Residences @ Southwinds	85	Residential	Individual	Residential	Private	YES	YES	YES	YES	YES	YES	YES	
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Andover	109	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
Brownstones	28	Residential	Individual	Residential	All services except rollout container	YES	NO	YES	YES	YES	YES	NONE	Also obtaining (and paying for) private service
Carrton Square	10	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	Per homeowner's request fewer cans than units; each residential unit pays for service
Carriage Park	109	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
Forrest Crossing Section 12	63	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
McKay's Mill (Montgomery Way)	91	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
Park Place	9	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
Preserve @ Forrest Crossing	53	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
Regency Square	17	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	CURRENTLY RECEIVING ROLLOUT SERVICE AT \$15/CAN; WOULD CONTINUE TO RECEIVE SERVICE AT \$15/CAN AS INDIVIDUAL RESIDENTIAL CUSTOMER
Reid Hill Commons	109	Residential	Individual	Residential	City - rollout	YES	YES	YES	YES	YES	YES	NONE	
Williamsburg (Forrest Crossing)	30	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
Windsor Park (Fieldstone Farms)	78	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	
Winstead Court Phase II	10	Residential	Individual	Residential	City - rollout	YES	YES	YES	YES	YES	YES	NONE	
11th off Main	14	Residential	Individual	Residential	City - rollout	YES	NO	YES	YES	YES	YES	NONE	

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SOLID WASTE SERVICE EVALUATION - CONDOS**

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						ROLL OUT	Dumpster	BLUE BAG	BRUSH WASTE	BULK WASTE			
Jamison Station	44	Residential	Individual	Residential	City - rollout	YES	YES	YES	YES	YES	YES	NONE	<p>NO CHANGE IN CUSTOMER CLASSIFICATION FOR SOLID WASTE SERVICE - INCREASE IN COST BECAUSE WE ARE BILLING INCORRECTLY. TITLE 17 CURRENTLY PROVIDES THAT "MULTIPLE HOUSING FACILITIES" and FARMS ARE TO BE BE CONSIDERED NONRESIDENTIAL FOR TRASH SERVICE; NONRESIDENTIAL SERVICE IS OPTIONAL.</p> <p>MOST residents have indiv meters but some on master meter w/business; Businesses served by private hauler; Current provisions of Title 17 would indicate this as "multiple housing facilities" and subject to \$25/can fee for rollout service.</p> <p>Businesses & some residents served by private hauler; collect rollout containers in alley; Rollouts priced at \$15/can and should be \$25/can for ALL rollouts; fees reduce if they move to dumpster; if they stay w/Rollout fees increase</p> <p>Residential units above businesses NOT charged residential fee and would not be for master metered; provide dumpster service for businesses and residential units in business area closest to Public;</p> <p>Rollouts priced as Residential @ \$15/can - should be Nonresid @ \$25/can; fees reduce if they move to dumpster; if they stay w/Rollout fees increase</p>
Jamison Station	Unk	BOTH - Residential and Commercial	Master	Nonresidential	Private	YES	YES	YES	YES	YES	YES	YES	
Westhaven	7	BOTH - Residential and Commercial	Master	Nonresidential	City - dumpster	YES	YES	YES	YES	YES	YES	YES	
Park Run (McKay's Mill)	7	Residential	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	YES	YES	
General's Retreat	29	Residential	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	YES	YES	
Grant Park	28	Residential	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	YES	YES	
Prescott Place	206	Residential	Master	Nonresidential	City - rollout	YES	NO	YES	YES	YES	YES	YES	
Colony House	52	Residential	Master	Nonresidential	Private	NO	YES	YES	YES	YES	YES	NONE	
Executive House	63	Residential	Master	Nonresidential	Private	NO	YES	YES	YES	YES	YES	NONE	
Indian Springs	72	Residential	Master	Nonresidential	City - dumpster	YES	YES	YES	YES	YES	YES	NONE	
Laurelwood	125	Residential	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	YES	NONE	
Orleans Estates	154	Residential	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	YES	NONE	
Parkside (Aspen Grove)	132	Residential	Master	Nonresidential	Private	NO	YES	YES	YES	YES	YES	NONE	
Warren Park	23	Residential	Master	Nonresidential	City - dumpster	NO	YES	YES	YES	YES	YES	NONE	
Winstead Court (NOT section w/indiv meters)	13	Residential	Master	Nonresidential	City - dumpster	YES	YES	YES	YES	YES	YES	NONE	

NO CHANGE IN CUSTOMER CLASSIFICATION FOR SOLID WASTE SERVICE but DECREASE in utility service cost to customer may occur if billed multiple minimums. TITLE 17 CURRENTLY PROVIDES THAT "MULTIPLE HOUSING FACILITIES" and FARMS ARE TO BE BE CONSIDERED NONRESIDENTIAL; TRASH SERVICE SHOULD BE NONRESIDENTIAL PER EXISTING TITLE 17

MASTER WATER METER - BILLS SENT TO HOA/PROPERTY MGMT FIRM; CURRENTLY TRASH IS NONRESIDENTIAL BUT OTHER SERVICES ARE RESIDENTIAL; WOULD PROBABLY SEE REDUCTION IN CITY UTILITY SERVICE BILL DUE TO APPLICATION OF MULTIPLE MINIMUMS

MASTER WATER METER - BILLS SENT TO HOA/PROPERTY MGMT FIRM; CURRENTLY TRASH IS NONRESIDENTIAL BUT OTHER SERVICES ARE RESIDENTIAL; OTHER SECTION HAS INDIV METERS/ROLLOUT TRASH SERVICE

CITY OF FRANKLIN

SOLID WASTE SERVICE EVALUATION - FARMS

OWNER Name and Address (farms)	Property Classification (Assessor) - Common property for Condos is Fraternal (tax-exempt), Apts are all Commercial	WATER PROVIDED BY (waster meters have more than one "unit" served from one water meter & typically on common property)	PROPOSED PRICING	Current Service for Trash	City Trash Service(s) Available						FINANCIAL IMPACT TO CUSTOMER - Trash Service Fees	Notes	
					ROLL OUT	Dumpster	BLUE BAG	BRUSH	BULK WASTE	YARD BAGS			
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Adkerson Creekside Farm LP - 370 Franklin Road	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Anderton, M (1155 Hillsboro Rd)	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	Mack Anderton - 2 meters, 2 cans at same address
Bennett, J - 3170 Boyd Mill Avenue	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Bennett, J - 3172 Boyd Mill Avenue	Residential	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Bethurum, A - 151 Franklin Road	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Carothers, J (125 Old Carter's Creek Pike)	Farm	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Crowell, H - 410 Murreesboro Road	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Davis, E - 565 Jordan Road	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Fagan, G - 574 Franklin Road	Forest	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Franks, J (1205 Holly Hill Dr)	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	This is in Redwing Farms but in city limits
FUMC (111 Daniel McMahon Lane)	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Green, J - 806 Murreesboro Road	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Heller, R - 1344 Carnon Lane	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Luna, J (1154 Hillview Lane)	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	Property owned by Luna - utility acct in name of Adkins, James
Maddux, W - 7007 Moores Lane	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Metz, J (1025 Carlisle Ln)	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
More, L - 2984 Del Rio Pike	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
More, L - 3048 Del Rio Pike	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
More, L - 3050 Del Rio Pike	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
PLA Properties - 4081 Columbia Pike	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	4 cans - Harrison House
Reese, O - 2970 Del Rio Pike	Agricultural	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Tomlinson, F (1015 Carlisle Ln)	Farm	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Turner, C - 253 Halberton Drive	Farm	Individual	Nonresidential	City - rollout	YES	YES	YES	YES	YES	YES	YES	YES	
Weatherly, R (1200 Hillsboro Road)	Agricultural	Individual	Nonresidential	INACTIVE	YES	YES	YES	YES	YES	YES	YES	YES	

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Holt, B (1152 Hillview Lane)	Agricultural	Individual	Nonresidential	INACTIVE	YES	YES	YES	YES	YES	YES	NO	YES	NOT BILLED - INACTIVE; previously billed residential service fee but should be NONRESIDENTIAL; CAN A RESIDENTIAL CUSTOMER HAVE INACTIVE SERVICE SINCE WE HAVE MINIMUM AND MANDATORY FEES?
Mitchell, C - 354 Franklin Road	Agricultural	Individual	Nonresidential	No Service	YES	YES	YES	YES	YES	YES	NO	YES	
Rosenthal, L - 3111 Horton Lane	Agricultural	Individual	Nonresidential	INACTIVE	YES	YES	YES	YES	YES	YES	NO	YES	
Tomlin, G - 3206 Boyd Mill Avenue	Agricultural	Individual	Nonresidential	Private	YES	YES	YES	YES	YES	YES	NO	YES	
CHANGE IN CUSTOMER CLASSIFICATION FOR SOLID WASTE SERVICE but NO CHANGE in cost to customer. TITLE 17 CURRENTLY PROVIDES THAT "MULTIPLE HOUSING FACILITIES" and FARMS ARE TO BE BE CONSIDERED NONRESIDENTIAL FOR TRASH SERVICE; TRASH SERVICE IS PRICED AS RESIDENTIAL AND SHOULD BE NONRESIDENTIAL PER EXISTING TITLE 17													
Baskin, R - 4270 Long Lane	Agricultural	Individual	Nonresidential	No Service	YES	YES	YES	YES	YES	YES	NO	NO	WE ARE NOT BILLING FOR TRASH SERVICE
Baskin, S - 4280 Long Lane	Agricultural	Individual	Nonresidential	No Service	YES	YES	YES	YES	YES	YES	NO	NO	

ORDINANCE 2012-19

TO BE ENTITLED: "AN ORDINANCE TO AMEND TITLE 18, TO STANDARDIZE AND DEFINE CUSTOMER CLASSIFICATION."

WHEREAS, the Board of Mayor and Aldermen of the City of Franklin, Tennessee, desires to bill and collect money for providing utility services; and

WHEREAS, the City's utility services include, but are not limited to, water, reclaimed water, irrigation water, wastewater (sewer), trash and stormwater services; and

WHEREAS, customers are classified as Residential and Nonresidential (or Commercial) for purposes of applying pricing provisions of the Code; and

WHEREAS, the Municipal Code defines and classifies Residential and Nonresidential (Commercial) customers differently based on the utility service provided; and

WHEREAS, the City desires that to present bills with consistency in customer classification for applying pricing for those services; and

WHEREAS, certain changes are needed in the Municipal Code to align the definition of Residential and Nonresidential customers; and

WHEREAS, the Board of Mayor and Aldermen believe it is in the best interest of the City to make these changes.

NOW, THEREFORE:

SECTION I: BE IT ORDAINED BY THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF FRANKLIN, Tennessee, that Section 18-114 of the Franklin Municipal Code be modified by deleting the language shown in ~~strikethrough~~ and adding the language shown in **bold** as follows.

"Sec. 18-114. – Billing for Water Service.

All water bills may be rendered weekly, semi-monthly, or monthly, at the option of the city.

The bills will consist of charges for the user service fee, consisting of the availability charge and the consumption service charge, as well as other services obtained by the customer from the city in accord with the agreement between the customer and the city and the provisions of the Municipal Code.

The water service bill is based on gallons of water delivered. An availability charge applies if water is available, even if the customer has not connected to the sewer or there is no consumption for the period.

Water bills must be paid on or before the due date shown thereon to obtain the net **or discount** rate, otherwise the gross rate shall apply **which includes a penalty of 10% of the net amount billed for water**. Failure to receive a bill will not release a customer from payment obligation, nor extend the due date.

In the event a bill is not paid on or before ~~ten~~ **fifteen** days after the discount date, the customer's service ~~shall~~ **may** be discontinued without further notice. The city shall not be liable for any damages resulting from discontinued service under the provisions of this section, even though payment of the bill is made at any time on the day that service is actually discontinued.

Should the final date of payment of bill at the net rate fall on a weekend or a holiday, the business day next following the final date will be the last day to obtain the net rate. A net remittance received by mail after the time limit for payment at the net rate will be accepted by the city if the envelope is date-stamped on or before the final date for payment of the net amount.

If a water meter fails to register properly, or if a meter is removed to be tested or repaired, or if water is received other than through a meter, the city reserves the right to render an estimated bill based on the best information available. Any unauthorized removal or tampering with the meter will result in a fine as specified in title 22, comprehensive fees and penalties, per occurrence.

The wastewater (sewer) service charge shall not apply to separately metered water delivery points that are owned, maintained and read by the water provider where there is no potential for the wastewater stream of entering the wastewater stream (e.g. separately metered irrigation and cooling tower applications).

Bills will be issued to the party or parties who obtain service under the provisions of Section 18-103 of this Code ("Obtaining Service"). Residential customers will have consolidated bills presented for other services including, but not limited to, wastewater, solid waste, and stormwater in accordance with the provisions of this Code.

Service pricing will be as either Residential or Nonresidential (Commercial) as shown in Title 22 as follows:

A. **RESIDENTIAL** is for a residential property owner whose property meets all of the following criteria and will have water service provided and billed under Residential rate provisions:

1. The property is used as a single-family residential living unit by an owner or tenant and is intended to be used as a residential dwelling; and
2. The property is classified by the Williamson County Assessor as a Residential or Homebelt property; and
3. Is served by a single water meter serving a single residential living unit or duplex or triplex; and
4. The occupant (owner or tenant) has a unique utility service contract with the City or water district. An addendum to the water supply contract authorizes the City to provide and be paid for city provided services if served water from MVUD, Milcrofton, HB&TS or Brentwood (specific addendums are in their contracts for City services).

B. **NONRESIDENTIAL** is a customer who does not meet the requirements as a Residential customer. Water pricing will be under Nonresidential (commercial) rate provisions.”

SECTION II: BE IT FURTHER ORDAINED BY THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF FRANKLIN, Tennessee, that Section 18-210 of the Franklin Municipal Code be modified by deleting the language shown in ~~strikethrough~~ and adding the language shown in **bold as follows.**

“Sec. 18-210. – **Billing for Sanitary Sewer Service.**

~~A sewer service charge as specified in title 22, comprehensive fees and penalties, shall be authorized and collected from any person discharging into the sanitary sewer system of the city. No municipal employee shall accept payment of water service charges from any customer without receiving at the same time payment for all sewer service charges owned by such customer. Water service may be discontinued for nonpayment of the sewer service charge.~~

All sewer bills may be rendered weekly, semi-monthly, or monthly, at the option of the city.

The bills will consist of charges for the user service fee, consisting of the availability charge and the consumption service charge, as well as other services

obtained by the customer from the city in accord with the agreement between the customer and the city.

The sewer service bill is based on gallons of water delivered by the water provider. An availability charge applies if sewer is available, even if the customer has not connected to the sewer or there is no consumption for the period.

In the event a bill is not paid on or before fifteen (15) days after the discount or due date, the customer's water service may be discontinued without further notice. The city shall not be liable for any damages resulting from discontinued service under the provisions of this section, even though payment of the bill is made at any time on the day that service is actually discontinued.

Should the final date of payment of bill at the net rate fall on a weekend or a holiday, the business day next following the final date will be the last day to obtain the net rate.

If a water meter fails to register properly, or if a meter is removed to be tested or repaired, or if water is received other than through a meter, the city reserves the right to render an estimated bill based on the best information available. Any unauthorized removal or tampering with the meter will result in a fine as specified in title 22, comprehensive fees and penalties, per occurrence.

Any unauthorized removal or tampering with the water meter shall result in a remedial fine as specified in Title 22, Comprehensive fees and penalties.

The wastewater (sewer) service charge shall not apply to separately metered water and reclaimed water delivery points that are owned, maintained and read by the water provider where there is no potential for the wastewater stream of entering the wastewater stream (e.g. separately metered irrigation and cooling tower applications).

Bills will be issued to the party or parties who obtain service under the provisions of Section 18-103 of this Code ("Obtaining Service"). Residential customers will have consolidated bills presented for other services including, but not limited to, wastewater, solid waste, and stormwater in accordance with the provisions of this Code.

Service pricing will be as either Residential or Nonresidential (commercial) as shown in Title 22 as follows:

A. **RESIDENTIAL** is for a residential property owner whose property meets all of the following criteria and will have water service provided and billed under Residential rate provisions:

1. The property is used as a single-family residential living unit by an owner or tenant and is intended to be used as a residential dwelling; and
2. The property is classified by the Williamson County Assessor as a Residential or Homebelt property; and
3. Is served by a single water meter serving a single residential living unit or duplex or triplex; and
4. The occupant (owner or tenant) has a unique utility service contract with the City or water district. An addendum to the water supply contract authorizes the City to provide and be paid for city provided services if served water from MVUD, Milcrofton, HB&TS or Brentwood (specific addendums are in their contracts for City services).

B. **NONRESIDENTIAL** is a customer who does not meet the requirements as a Residential customer. Water pricing will be under Nonresidential (Commercial) rate provisions.”

SECTION III: BE IT FURTHER ORDAINED BY THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF FRANKLIN, Tennessee, that Section 18-415 of the Franklin Municipal Code be modified by deleting the language shown in ~~striketrough~~ and adding the language shown in **bold as follows.**

“Sec. 18-415. -- **Billing for Reclaimed Service.**

All reclaimed water bills may be rendered weekly, semi-monthly, or monthly, at the option of the city.

The bills will consist of charges for the user service fee, consisting of the availability charge and the consumption service charge, as well as other services obtained by the customer from the city in accord with the agreement between the customer and the city.

The reclaimed water service bill is based on gallons of reclaimed water delivered. A minimum availability charge applies upon availability and connection to the reclaimed water lines even if there is no consumption for the period.

Reclaimed water bills must be paid on or before the due date shown thereon to obtain the net **or discount** rate, otherwise the gross rate shall apply **which**

includes a penalty of 10% of the net amount billed for water. Failure to receive a bill will not release a customer from payment obligation, nor extend the due date.

In the event a bill is not paid on or before ~~ten~~ **fifteen (15)** days after the due date, the customer's service ~~shall~~**may** be discontinued without further notice. The city shall not be liable for any damages resulting from discontinued service under the provisions of this section, even though payment of the bill is made at any time on the day that service is actually discontinued.

Should the final date of payment of bill at the net rate fall on weekend or a holiday, the business day next following the final date will be the last day to obtain the net rate. A net remittance received by mail after the time limit for payment at the net rate will be accepted by the city if the envelope is date-stamped on or before the final date for payment of the net amount.

If a **reclaimed water** meter fails to register properly, or if a meter is removed to be tested or repaired, or if water is received other than through a meter, the city reserves the right to render an estimated bill based on the best information available.

Any authorized removal or tampering with the meter shall result in a remedial fine as specified in title 22, comprehensive fees and penalties.

The wastewater service charge shall not apply to separately metered reclaimed water delivery points that are owned, maintained and read by the City where there is no potential for the wastewater stream of entering the wastewater stream (e.g. separately metered irrigation and cooling tower applications).

Bills will be issued to the party or parties who obtain service under the provisions of Section 18-103 of this Code ("Obtaining Service"). Residential customers will have consolidated bills presented for other services including, but not limited to, wastewater, solid waste, and stormwater in accordance with the provisions of this Code.

Service pricing will be as either Residential or Nonresidential (commercial) as shown in Title 22 as follows:

A. **RESIDENTIAL** is for a residential property owner whose property meets all of the following criteria and will have water service provided and billed under Residential rate provisions:

1. **The property is used as a single-family residential living unit by an owner or tenant and is intended to be used as a residential dwelling; and**

2. The property is classified by the Williamson County Assessor as a Residential or Homebelt property; and
3. Is served by a single water meter serving a single residential living unit or duplex or triplex; and
4. The occupant (owner or tenant) has a unique utility service contract with the City or water district. An addendum to the water supply contract authorizes the City to provide and be paid for city provided services if served water from MVUD, Milcrofton, HB&TS or Brentwood (specific addendums are in their contracts for City services).

B. NONRESIDENTIAL is a customer who does not meet the requirements as a Residential customer. Water pricing will be under Nonresidential (commercial) rate provisions.”

SECTION IV. BE IT FINALLY ORDAINED BY THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF FRANKLIN, Tennessee, that this Ordinance shall take effect from and after its passage on second and final reading or July 1, 2012 whichever is later, the public health, safety and welfare requiring it.

ATTEST:

CITY OF FRANKLIN, TENNESSEE

BY: _____

BY: _____

ERIC S. STUCKEY

DR. KEN MOORE

City Administrator

Mayor

PASSED FIRST READING

PASSED SECOND READING

Approved as to form:



Kristen L. Corn, Staff Attorney