



HISTORIC
FRANKLIN
TENNESSEE

9/27/FINANCE
ITEM #6

MEMORANDUM

TO: FINANCE COMMITTEE

FROM: ERIC STUCKEY, CITY ADMINISTRATOR
RUSSELL TRUELL, ACA FINANCE and ADMINISTRATION
VERNON GERTH, ACA COMMUNITY and ECONOMIC DEVELOPMENT
STEVE SIMS, Asst RECORDER and COURT CLERK

DATE: SEPTEMBER 16, 2011

SUBJECT: UTILITY BILLING – STANDARIZATION OF BUSINESS RULES

PURPOSE: The purpose of this is to continue a series of information sessions to inform the Board of utility service delivery and billing challenges resulting from inconsistencies and lack of specificity for certain issues not covered in the Municipal Code or policies and to obtain guidance for future actions.

BACKGROUND: This continues discussions from July and August of differences in billing practices due to the Code, and interpretations and policy applications resulting from multiple services in various water districts. This session will continue to focus on:

- Customer Classification - segmentation of the customer by classifying the customer as either (1) residential or (2) nonresidential
- Multiples – billing customers who have master water meters that serve multiple tenants based on the number of “units” served; the end use consumers are not billed by the City of Franklin

FINDINGS: The deployment of Hansen 8 as our enterprise application will require standard business rules across the City. The greatest inconsistencies are for those customers (1) who are in attached dwelling units (whether privately owned condos/townhomes, multi-use structures or commercially owned apartments) and (2) commercial properties with multiple tenants. This inconsistency is particularly evident for those who are served water thru a master meter and the contract for service is not with the end user but the owner, landlord or representative (i.e. HOA or property management firm).

FINANCIAL IMPACT: There will be some financial impact to the City and to some customers but it is difficult to predict precisely as customer behavior could impact the outcome. The biggest impact is to prevent future adverse actions resulting from the deployment of inconsistent business standards.

RECOMMENDATION: It is recommended that the Finance Committee accept this status report and provide guidance necessary to eliminate these inconsistencies. The recommendation for September is:

- Customer classification – recommend concurrence of the definition presented
- Multiples – recommend elimination of water/sewer multiples

It is anticipated that the business rules standardization project will allow for the deployment of business rules necessary for the Hansen 8 application. Changes to the Municipal Code are expected to and will come from guidance obtained from the Board thru these discussion sessions.



BUSINESS RULES STANDARDIZATION MULTIPLE MINIMUMS

The Franklin Municipal Code provides in 18-113 that *“No customer shall supply water service to more than one dwelling or premise from a single service line”*.

This is not applied in our current water delivery applications so some accommodation in billing had to be developed.

We have many cases where water is delivered to a customer thru one “master meter” and that customer then transports water to end users thru the customer’s water lines. The contractual relationship exists between the City and the customer for service. Our customer typically has the relationship with the end users for ultimate delivery of our services in most cases. This situation exists in such structures as apartments, trailer parks, duplexes, condos/townhomes, farms, Franklin Housing Authority, commercial strip centers, office buildings, and other commercial buildings. In some cases, the HOA acts as the agent for the end users to contract with the City.

“MULTIPLE MINIMUMS” is defined as and allow us to establish billing provisions where we apply multiple minimums and tiers to a customer’s service bill based on the number of “units” the structure has. For example, a strip center containing 6 suites will have service billed as if there were 6 individual customers. For those customers who consume low levels of water, this results in a higher bill, particularly evident since we have been raising the minimum bill. This does not easily accommodate changes to walls resulting in adding or reducing the number of suites/units.

Water and sewer bills are calculated by dividing the total gallons by the number of units and then pricing each as a separate bill but consolidating all of the unit bills for consolidated billing. Trash service is billed based on the number of containers and those are established by contract (Solid Waste for multiresidentials should be apart from the water contract by Code). Stormwater is billed based (1) on the number of units or (2) by ERU as we are inconsistent for multiresidential structures. Most large multiresidential properties do not have common areas accounted for in stormwater bills.



BUSINESS RULES STANDARDIZATION MULTIPLE MINIMUMS

The City establishes all customer accounts and prices services as either (1) residential or (2) commercial. This applies for all services but the definitions are vague or inconsistent among the various titles (17 – Solid Waste, 18 – Water & Sewer, 23 – Stormwater). This has resulted in inconsistencies in customer classification and pricing. In addition, we are now billing for City services in the MVUD and HB&TS water districts using water reading information from those districts. They do not price water using multiples and we have a lot of commercial properties in the MVUD district – both large apartment complexes and office buildings where multiples are not applied.

We issue comprehensive bills for our Residential customers for all City services. For Commercial (Nonresidential) customers, service is obtained contractually for each service except for Stormwater which is billed on yet another bill based on ERU of impervious surface. However, because of inconsistencies in classifying customers as Residential or Nonresidential we are pricing services differently for similar customers. One of the best examples is apartments which are defined as Nonresidential in the Solid Waste and Stormwater codes but are not defined in the Water & Sewer code and have been priced using residential rates. Having a standard classification will allow us to treat all services and customers in a consistent manner.

Identifying the number of units is difficult and administratively cumbersome. The Land Use GLU data maintained by Planning has 563 multiple unit parcels containing 10,713 units. We are currently billing 179 customers with 3,694 units resulting in a disconnect between these two databases. Comparing to addresses would show even more “opportunities”.

It is recommended that we ELIMINATE MULTIPLE MINIMUMS for Nonresidential customers and accept the recommended definition for Residential customers. By definition, a Residential customer has only one “unit”. That eliminates the need for multiples as each Nonresidential customer will contract directly with the City for levels of service if desired – i.e. the number and type of trash containers.

CITY of FRANKLIN
UTILITY BILLING for MULTIPLE MINIMUMS

Prepared by: JSS
Data Date 09/14/11

GLU	DESCRIPTION	LAND USE BY PLANNING DEPT				MULTIPLE UNITS on PARCEL		UTILITY BILLING		COMMENTS
		ASSESSOR CLASS of PARCEL	SINGLE UNIT on PARCEL		PARCELS	UNITS	MULTIPLES BILLED CURRENTLY (Has 2 classes - Resid and Comm)	ACCOUNTS	UNITS	
			PARCELS	UNITS						
COM	Commercial	COMM, RELIG	118	118	11	121				
IND	Industrial	COMM, INDUS	200	200	14	49				
INST	Civic/Institutional	RELIG, GOVT, COMM, FRAT	240	240	0	0				
MNR	Mixed Nonresidential	COMM	42	42	67	409				
OFF	Office	COMM	220	220	81	479	70	333		These are and would be priced under NONRESIDENTIAL provisions
REC	Recreation	FRAT, GOVT, FRAT	679	679	0	0				
RET	Retail	COMM	215	215	33	88				
UTIL	Utilities	UTIL, GOVT	53	53	1	2				
EST	Estate	RESID, RELIG	64	64	7	16				GLU has Clearview Baptist in this category; all others RESID
AG	Agricultural	AGRI, FARM, FOREST	65	65	7	17				FARMS are primarily priced as Residential currently but would move to NONRESIDENTIAL under the recommended classification; allows trash to be optional & stormwater billed based on ERU
MU	Mixed Use	RESID, COMM	39	39	10	119		3,361 (mostly		Assessor classifies 38 properties as RESID and 11 properties as COMM in Single Unit; most are Comm in Multiple Unit
MIR	Mixed Residential	RESID, COMM	4	4	12	297	109	apts which are COMM		Assessor classifies some Resid & some Comm; UB has both and would depend on meter; has some of the mobile home park & Prescott Pl condos (both are master metered and will be NONRES as proposed)
R2	Residential - Duplex	RESID	149	149	193	896		properties and would be priced as NONRES		These "duplexes" are in Morningside, Windsor Park, Brentwood Pt, Reid Hill, McKay's Mill, Westhaven, Charlton Green & 11th Off Main and have separate water meters - are classified by the Assessor as Residential and would be RESID as proposed if each unit has a meter/contract w/City for service.
RM	Residential - Multifamily	RESID	361	361	106	7,921				These multifamily are classified by Assessor as Residential and have separate water meters; are in 11th Off Main, Avalon, Ashton Park, & Millgate; Apartments and Gateway Village in this category and have master meter & no contract for service between tenant and City - would be NONRES
RS	Residential - Single Family	RESID	15,931	15,931	21	299				This has mobile home park (Commercial property) with residents renting space & would be NONRES;
V	Vacant	RESID	1,543	1,543	0	0	0	0		Will probably be RESID when built and water service is established
TOTAL			19,923	19,923	563	10,713	179	3,694		WE ARE BILLING FOR FEWER MULTIPLES THAN SHOWN IN LAND USE DATABASE

Would probably be Residential in proposed classification structure for utility service billing UNLESS SERVED BY A MASTER WATER METER

LAND USE does not typically identify UNITS for multi-story buildings (e.g. office buildings in Cool Springs have one unit but have multiple suites/addresses).



UTILITY SERVICE BUSINESS RULES

Defining Residential and Non-Residential Customers

Utility services for water, sewer, solid waste and stormwater are delivered and priced using provisions contained in Titles 17, 18, 23 of the Municipal Code. Services are priced based on customer class as either **Residential** or **Nonresidential (Commercial)**. Specific rates charged for the services are contained in Title 22.

The City has contracts for service with customers for most services either directly or indirectly through addendums in other water districts. Nonresidential (Commercial) stormwater is billed separately under the provisions of Title 23. Our customers may have contracts with end use consumers to recover the cost of services provided by the City. It is expected that recovery of the fees paid to the City by the customer will be passed on to the end user consumer with minimal administrative costs.

By defining Residential customers, all others are Nonresidential. For determining applicable fees for utility services (water, sanitary sewer, solid waste, and stormwater) Residential customers are defined as:

RESIDENTIAL CUSTOMER: Is a residential property owner whose property meets all of the following criteria:

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

Utility service bills will be issued on a single statement reflecting the contract for service between the City and the customer who either the owner or tenant of the property. That customer may be either the property owner or tenant, if authorized by the owner.

Master water meters are used when multiple end user consumers are being served from one water meter. Customers who receive water from a master water meter are considered Nonresidential for service delivery and pricing application. For Nonresidential customers, the City will have contracts for services that may result in multiple statements being issued for services. Stormwater billing for Nonresidential customers will not be done by contract.

**COF UTILITY PRICING COMPARATIVE OVERVIEW
CONDOMINIUM (by Assessor)**

RESIDENTIAL service contract is w/tenant for ALL svcs
NONRESIDENTIAL contract is w/HOA for svcs provided except Stormwater

WATER DISTRICT	SERVICE (Current service delivery and pricing)			BILL MULTIPLES (master water meter supplies multiple tenants)			# of UNITS	DEVELOPMENT NAME	CUSTOMER IMPACTS OF STANDARDIZED CLASSIFICATION (bill services consistently based on property classification of Assessor and party signing Service Contract)
	WATER	SEWER	TRASH	WATER	SEWER	TRASH			
COF	INDIVIDUAL - service contract for Residential service is between City of Franklin and owner/tenant and includes sewer, trash, stormwater provisions	INDIVIDUAL - priced as Residential based on water delivered by City and excludes water provided by separate irrigation or reclaimed meter	ROLLOUT (by COF are currently priced as Resid; multunit provided water thru a Master meter would go to Nonres)	UNIT - \$1.83	NOT APPLICABLE CITY HAS SERVICE CONTRACT WITH OWNER/TENANT FOR RESIDENTIAL SERVICE AND CITY ISSUES BILLS TO INDIVIDUAL OWNER/TENANTS AND TO HOA FOR COMMON AREAS	NO	NO	CARNOT SQUARE, HERITAGE CHASE, JAMISON STATION, REGENCY SQUARE, WILLIAMSBURG, WINSTEAD COURT PHASE II	Those with individual meters and Trash not being provided by rollout will see increase in trash bill; those who have Master water meters will see impacts to water/sewer bill (could reduce w/elimination of multiples) and those with trash service by rollout will see increase; all could be affected by Stormwater corrections
				UNIT - \$2.74					Contract for service continues to be with tenant for each unit or the HOA for common areas
				UNIT - \$4.38					Contract for service continues to be with tenant for each unit or the HOA for common areas
			DUMPSTER (by COF)	UNIT - \$1.83				DEL RIO COMMONS, HARDISON HILLS, JACKSON PLACE	Contract for service is with tenant for each unit or the HOA for common areas TRASH service billed to tenant would INCREASE even if provided by dumpster (puts on same level as all other residences as residences do not have "opt out" option);
			PRIVATE	UNIT - \$1.83				RESID @ SOUTHWINDS	STORMWATER - total billed cost would INCREASE as rate is unapproved by BOMA; would bill HOA for common areas; SOUTHWINDS presents challenges as it has both Condos (individual meter/bills) and Apartments (master meter)
		MASTER - contract for service is between CITY and HOA with multiple dwellings served by one meter exclusive of separate irrigation or reclaimed meter; THESE ARE RECOMMENDED TO BE CONSIDERED AS NONRESIDENTIAL FOR UTILITY SERVICE PRICING		ROLLOUT (by COF as above for Master)	UNIT - \$2.74	YES	YES	GENERAL'S RETREAT	Contract for service continues to be w/HOA, developer or prop mgmt firm not individual owner/tenants
				DUMPSTER (by COF)	UNIT - \$1.83	YES	YES	INDIAN SPRINGS, LAURELWOOD, ORLEANS ESTATES, PRESCOTT PLACE, WARREN PARK, WINSTEAD COURT	WATER/SEWER - Price as Nonresidential but IT IS RECOMMENDED THAT MULTI-MINIMUMS DO NOT APPLY RESULTING IN A POTENTIAL CHANGE IN THE CUSTOMER'S BILL; TRASH would be optional, but if provided rate changes from \$15 to \$20/container or could be by dumpster at applicable rate; STORMWATER could change depending on ERU of entire development, including common area
			PRIVATE	UNIT - \$1.83		NO		COLONY HOUSE, EXECUTIVE HOUSE	

**COF UTILITY PRICING COMPARATIVE OVERVIEW
CONDOMINIUM (by Assessor)**

RESIDENTIAL service contract is w/tenant for ALL svcs
NONRESIDENTIAL contract is w/HOA for svcs provided except Stormwater

WATER DISTRICT	SERVICE (Current service delivery and pricing)				BILL MULTIPLES (master water meter supplies multiple tenants)			# of UNITS	DEVELOPMENT NAME	CUSTOMER IMPACTS of STANDARDIZED CLASSIFICATION <small>(bill services consistently based on property classification of Assessor and party signing Service Contract)</small>
	WATER	SEWER	TRASH	STORM WATER	WATER	SEWER	TRASH			
OTHER SERVICE AND PRICING PROVISIONS FOR WATER SERVICE ARE ESTABLISHED BY WATER DISTRICT NOT BY CITY OF FRANKLIN (We don't bill for water in any other district; we don't bill for services in the MILLCROFTON district)	INDIVIDUAL - Contract for service is with water provider	INDIVIDUAL - has Residential service contract w/water provider with City addendum for City services based on water delivered	ROLLOUT (by COF as Resid)	UNIT - \$4.38	NOT APPLICABLE CITY HAS SERVICE CONTRACT WITH OWNER/TENANT FOR RESIDENTIAL SERVICE AND BILLS ARE ISSUED TO INDIVIDUAL OWNER/TENANTS AND TO HOA FOR COMMON AREAS	NO	NO	200	ANDOVER, MCKAYS MILL	Contract for service continues to be with tenant for each unit or the HOA for common areas STORMWATER - owner/tenant billed cost would DECREASE and we would bill HOA for common area
		DUMPSTER (by COF)	UNIT - \$2.74	7				WESTHAVEN	Contract for service continues to be with tenant for each unit or the HOA for common areas TRASH service billed each tenant would INCREASE even if provided by dumpster (would bill each customer \$15 and puts on same level as all other residences)	
		PRIVATE	UNIT - \$2.74	567				BRENTWOOD POINTE, MORNINGSIDE	Contract for service continues to be w/HOA, developer or prop mngmt firm not individual owners/tenants SEWER - Price as Nonresidential which would result in INCREASE as we are not billing multiples; TRASH would be optional, but if provided rate changes from \$15 to \$20/container or could be by dumpster; STORMWATER could change depending on ERU of entire development; including common area; WORK IS NEEDED ON GATEWAY VILLAGE as it is mixed use with multiple parcels being served thru a master water meter and STORMWATER is not being billed to Commercial properties	
		MASTER - (multiple dwellings served by one meter) THESE ARE RECOMMENDED TO BE CONSIDERED AS NONRESIDENTIAL FOR UTILITY SERVICE PRICING	ROLLOUT (by COF are currently Resid but Nonresid would be for Master)	UNIT - \$4.38	7	PARK RUN	Contract for service continues to be w/HOA, developer or prop mngmt firm not individual owners/tenants SEWER - Price as Nonresidential which would result in INCREASE as we are not billing multiples; TRASH would be optional, but if provided rate changes from \$15 to \$20/container or could be by dumpster; STORMWATER could change depending on ERU of entire development; including common area; WORK IS NEEDED ON GATEWAY VILLAGE as it is mixed use with multiple parcels being served thru a master water meter and STORMWATER is not being billed to Commercial properties			
		MASTER -contract for service is with HOA, DEVELOPER or PROPERTY MGMT FIRM with multiple dwellings and/or structures served by one meter	ERU	ERU	79	GRANT PARK, GATEWAY VILLAGE (multiple parcels/owners served including CAMDEN COMMONS commercial properties, which are all served from same meter)	Contract for service continues to be w/HOA, developer or prop mngmt firm not individual owners/tenants SEWER - Price as Nonresidential which would result in INCREASE as we are not billing multiples; STORMWATER could change depending on ERU of entire development, including common area			
			PRIVATE	ERU	132	PARKSIDE				

CITY OF FRANKLIN
UTILITY PRICING COMPARATIVE OVERVIEW - FARM, AGRICULTURAL or FOREST (as determined by Assessor)

SERVICE RATE GENERALLY SET AS	WATER/SEWER	SOLID WASTE (TRASH)	STORMWATER
RESIDENTIAL	RESIDENTIAL (Code says these should be COMMERCIAL) (FARMS which have rollouts are priced at \$15/cen; some don't have)		RESIDENTIAL (Typically billed based as Residential and does not consider outbuildings)
LANGUAGE (FARM)	Rates are established for (1) Residential and (2) Commercial customers. Title 18 DOES NOT specifically define these. 18-102 says that "dwelling is any single structure, occupied by...persons...for residential purposes" and 18-203 says that domestic sewage is defined as "...having the...characteristics as that originating...as single family residences". 18-113 states that "No customer shall supply water service to more than one dwelling or premise from a single service line." TITLE 18 (WATER) APPLIES TO COF WATER DISTRICT ONLY and WASTEWATER APPLIES TO COF WASTEWATER DISTRICT.	Title 17-101 says that RESIDENTIAL solid waste means "...resulting from...dwelling units, excluding multiple housing facilities." Furthermore, it says that "...excludes...wastes...defined and/or included in other parts...". COMMERCIAL solid waste is "...agricultural establishment and multiple housing facilities." Title 17-110 deals with Residential solid waste and 17-111 deals with Commercial solid waste. Since service is optional then treat like other properties where service is optional.	In 23-202, the stormwater fee applies to "...each and every Residential Developed property, Nonresidential Developed property and Vacant Improved property, other than exempt...". 23-102(2)(a) exempts "agricultural land management activities". Recommendation - classify FARMS as meeting this exemption. 23-201 defines Nonresidential Developed property is defined as "...property that is not utilized for Dwelling Units, ..." and Dwelling Unit as "...singular unit or apartment providing complete, independent living facilities...". In 23-204 "...each single-family residence shall be billed at a flat fee..." while "...nonresidential properties...the ERU Rate...based on total Impervious Area...". A two tier residential rate is established in 23-206.
WATER DISTRICT	CUSTOMERS WHO HAVE DEVELOPED PROPERTIES WHERE THE PARCEL IS CLASSIFIED AS FARM, AGRICULTURAL or FOREST by ASSESSOR		
	WATER	TRASH	STORM WATER
	INDIVIDUAL	ROLLOUT (by COF)	UNIT - \$2.74
	INDIVIDUAL	NOT BILLED	UNIT - \$4.38
	AVAILABLE - NOT BILLED (has septic tank - should be billed)	NOT BILLED	UNIT - \$4.38
	INDIVIDUAL	ROLLOUT (by COF)	UNIT - \$4.38
	INDIVIDUAL	ROLLOUT (by COF)	UNIT - \$2.74
	INDIVIDUAL	ROLLOUT (by COF)	UNIT - \$4.38
	NOT AVAILABLE	NA - OUTSIDE CITY OF FRANKLIN	
COF	WELL	ROLLOUT (by COF)	UNIT - \$2.74
	WELL	NOT BILLED	UNIT - \$4.38
	MASTER (multiple dwellings served by one meter - should be billed multiples)	ROLLOUT (by COF)	Not Billed
	INDIVIDUAL	ROLLOUT (by COF)	UNIT - \$2.74
OTHER (Billed by water provider)	INDIVIDUAL	ROLLOUT (by COF)	UNIT - \$4.38

FARMS create income from "production of crops, plants, animals or floral products"

CITY OF FRANKLIN
UTILITY PRICING COMPARATIVE OVERVIEW - APARTMENTS

SERVICE	WATER/SEWER	SOLID WASTE (TRASH)	STORMWATER
RATE CURRENTLY SET AS	RESIDENTIAL	COMMERCIAL (but we provide rollout at Residential rate)	RESIDENTIAL (Typically billed based as Residential and does not consider common area; master meters have multiples; applied [rate x # of units])
LANGUAGE (Apts)	Rates are established for (1) Residential and (2) Commercial customers. Title 18 DOES NOT specifically define these. 18-202 says that "dwelling is any single structure...occupied by...persons...for residential purposes" and 18-203 says that domestic sewage is defined as "...having the...characteristics as that originating...as single family residences." 18-113 states that "No customer shall supply water service to more than one dwelling, or premise from a single service line." TITLE 18 (WATER) APPLIES TO COF WATER DISTRICT ONLY and WASTEWATER APPLIES TO COF WASTEWATER DISTRICT.	Title 17-101 says that RESIDENTIAL solid waste means "...resulting from...dwelling units, excluding multiple housing facilities." Furthermore, it says that "...excludes...wastes...defined and/or included in other parts..." COMMERCIAL solid waste is "...agricultural establishment and multiple housing facilities." Title 17-110 deals with Residential solid waste and 17-111 deals with Commercial solid waste. Since service is optional then treat like other properties where service is optional.	In 23-202, the stormwater fee applies to "...each and every Residential Developed property, Nonresidential Developed property and Vacant Improved property, other than exempt...". 23-201 defines Nonresidential Developed property is defined as "...property that is not utilized for Dwelling Units." and Dwelling Unit as "...singular unit or apartment providing complete, independent living facilities...". In 23-204 "...each single-family residence shall be billed at a flat fee..." while "...nonresidential properties...the ERU Rate...based on total Impervious Area...". A two tier residential rate is established in 23-206.
	CITY HAS CONTRACT WITH OWNER OF COMMERCIAL PROPERTY OR PROPERTY MANAGEMENT FIRM (CUSTOMER) NOT THE RESIDENTS WHO ARE CONSUMERS		
WATER DISTRICT	WATER	TRASH	STORM WATER
	INDIVIDUAL	ROLLOUT (by COF)	UNIT - \$1.83
	INDIVIDUAL	INDIVIDUAL	UNIT - \$1.83
COF	MASTER	ROLLOUT (by COF)	UNIT - \$1.83
	MASTER (We are billing multiples)	PRIVATE	UNIT - \$1.83
OTHER (We don't bill for water in any other district; we don't bill for City services in the MILCROFTON district)	MASTER -contract for service is with HOA with multiple dwellings served by one meter;	PRIVATE	UNIT - \$1.83
	MASTER (We are not billing multiples in other water districts)	PRIVATE	UNIT - \$4.38
	MASTER	ERU	ERU
	ALARA COOL SPRINGS, ALARA FARMS	ALARA BROOK APTS, VRLANDINGS, WYNDCHASE	860
	FRANKLIN HOUSING AUTHORITY (has 20% discount applied to water and sewer rate by contract dated August 7, 1975; This property is GOVERNMENTAL (tax exempt)	FRANKLIN RIVER OAKS; ASHLEY COURT; CARRINGTON HILLS; 203 FAIRGROUND ST; FRANKLIN MANOR; FRANKLIN OAKS; HARBETH HILLS; 403 LEWISBURG AVE; 410 MATCHEZ AVE; MAGNOLIA PLACE; MEADOWVIEW; ROYAL OAKS; SOUTHWIND APTS; SUSSEX DOWNS	258
	115 FAIR ST; HERITAGE PLACE; 709 W MAIN ST; 300 FOURTH AVE S; 210 FIFTH AVE S; 126 FOWLKES ST	WESTVIEW (only Apartment with individual meters - tenant signs contract for service) - no common areas there; drive is gravel THIS IS THE ONLY APARTMENT WHERE WE HAVE CONTRACTS WITH TENANTS - recommend continuing individual contracts but use COMMERCIAL service pricing rules	1,674
	FRANKLIN HOUSING AUTHORITY (has 20% discount applied to water and sewer rate by contract dated August 7, 1975; This property is GOVERNMENTAL (tax exempt)	FRANKLIN HOUSING AUTHORITY (has 20% discount applied to water and sewer rate by contract dated August 7, 1975; This property is GOVERNMENTAL (tax exempt)	312
	WATER/SEWER INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; TRASH - would increase from \$15/can to \$20/can; STORMWATER may change depending on total impervious area of parcel	WATER/SEWER INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; TRASH - would increase from \$15/can to \$20/can; STORMWATER may change depending on total impervious area of parcel	16
	WATER/SEWER may INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; TRASH - would increase from \$15/can to \$20/can; STORMWATER may change depending on total impervious area of parcel	WATER/SEWER may INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; TRASH - would increase from \$15/can to \$20/can; STORMWATER may change depending on total impervious area of parcel	135
	WATER/SEWER INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; TRASH - would increase from \$15/can to \$20/can; STORMWATER may change depending on total impervious area of parcel (there are 9 currently)	WATER/SEWER INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; TRASH - would increase from \$15/can to \$20/can; STORMWATER may change depending on total impervious area of parcel	312
	WATER/SEWER may INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; STORMWATER - may change depending on total impervious area of parcel	WATER/SEWER may INCREASE and be priced as Nonresidential and RECOMMEND no multiples ; STORMWATER - may change depending on total impervious area of parcel	1,974
	SEWER will INCREASE and be priced as Nonresidential; STORMWATER - may change depending on total impervious area of parcel	SEWER will INCREASE and be priced as Nonresidential; STORMWATER - may change depending on total impervious area of parcel	860
			258
			1,674