

Waterline Extension Information

The City of Kingsport Water Services Division serves approximately 35,000 homes and businesses in the greater Kingsport area. The coverage area extends from Exit 66 (Central High School) on Interstate 81 to Exit 50 (Fall Branch); from the Virginia State line to the Washington County line in Colonial Heights; and from Mt. Carmel on West Stone Drive to Bancroft Chapel Road on East Stone Drive. Our system consists of 850 miles of pipelines with the capacity to carry 28 million gallons per day to our customers.

We constantly get requests to extend our service area. While we would like to serve everyone that we can, it would not be fiscally responsible to our existing customers. Therefore, we have set up a fee schedule for potential customers to extend our existing lines to their property.

In general, here are the prices on a per foot basis:

2" PVC (short cul-de-sacs and dead end roads only)	- \$4.00
4" PVC (under 3000 linear feet)	- \$7.50
6" Ductile Iron (for fire protection services)	- \$25.00
Above 6" (on a case by case basis)	

The fees quoted above are good until July 1, 2005. They may or may not change at that time.

There is also a fee associated with each meter that you wish to place on the extension. The fees depend upon the size meter that you install (\$425 for a 5/8" residential meter). Anyone who pays for a line extension receives a discounted tap fee.

If you are interested in an extension, this is the process by which we would like you to proceed.

1. Go to our Customer Service office, which is located at 424 Broad Street on Church Circle (the old AEP building) and tell them that you would like to get a line extension estimate. Be prepared to give them your name, address, and phone number and where you would like the extension to run. There is a \$25 fee associated with this estimate. If you go through with the line extension, the \$25 will be subtracted from your extension fee. If not, we will keep the fee for services rendered.
2. Customer Service will send a work order to the Water Services Engineer. The engineer will contact you for a meeting to take place at the extension site. This meeting will help the engineer verify exactly where you would like the extension to go.
3. The engineer will then meet with you and measure the line extension. He will also look at the pressure provided at the end of our existing line and take elevations of the site to ensure that there is adequate service for the extension.
4. A letter will be mailed to you stating the exact cost of the line extension, if there is adequate service. You must then follow the directions on the letter to pay your line extension fee. Please bring a list of all property owners, names and addresses, who have shared in the cost of the extension.
5. After payment of the extension fee, your extension will be placed on the water maintenance crew schedule to be performed. We do not give a date when the extension will be in place, because there are many other variables that play into the crew's ability to get to the extension. We promise to try to get to the extension as soon as we possibly can.
6. All customers who wish to have a meter placed at their property must pay the associated tap fees individually, in person, at the Customer Service office. ***The tap fees must be paid within 14 days of the extension fee for you to receive the discounted rates.***

Waterline Extensions Frequently Asked Questions

1. Do I have to pay for the extension up front?

As you will see in the letter, the extension must be paid for, in full, in order for us to place it on our schedule. We do not have any financing options for line extensions.

2. Does everybody that has property along the extension have to help pay?

You are responsible for getting any help with the line extensions. The City does not have the resources to help you in this capacity. There are no existing State or Local laws that says that they must help you pay. The only recourse that you have in this situation is that they do not get the discounted tap fees if they do not help with the line extension. The discount for residential meters is typically 60-70%.

3. Does everybody that helps pay for the extension have to get City water now?

The tap fee actually consists of two separate fees. The first is the fee to tap the line and run a service to your property. The second is a service fee to set a meter on your service line. You can pay your tap fee now to get the discounted rate and not put a meter on the tap. No billing will apply until the meter is set.

4. What side of the road will the line be on?

That is the decision of the Maintenance Foreman. He will decide which side of the street would be the easiest to place the line. Please remember that they will remain on the right-of-way and they will re-sow grass and pave driveways when they finish the project.

5. Are there any hidden costs for the extension?

The only cost that will not be given to you is for rock excavation. We do not have the ability to blast a large amount of rock. If we think that rock will be encountered, we will ask that you contact an outside contractor to drill and shoot the rock, at your expense.

6. Will they have to dig up the road and driveways?

We have equipment to go under roads and driveways for 2" lines. If the line is 4" or above, the roads and driveways will have to be cut. For the customer's service lines, we will not need to cut the roads, unless we run into a rock or some other obstacle under the road.

7. Who will do the actual construction work?

City maintenance crews will be sent to install the line and taps. A City service man will be sent to set the meter. *The customer will be responsible to obtain someone to install the line from the meter to the house.*

8. Can I set my meter on someone else's property and run a service line to my property?

By City Code we cannot allow this situation. It had been standard practice in the past to do this instead of extending the line. We have come across a lot of issues with service lines running across other properties even when easements, or right-of-ways, have been given. We must now set each meter at the public right-of-way and the property line of the property being served by that meter.

9. How long will it take to get water to my property?

In general, less than 2 months, depending on the schedule. Sometimes it may be longer, depending on the circumstances. If there is a dire emergency, we can try to accommodate this in our scheduling.

10. How much will my water bill be?

The current minimum bill for a customer outside the city is \$12.93 per month (for a 5/8" residential meter). The current cost for an average family using 6,000 gallons per month is \$35.37. These rates are subject to change on a yearly basis.

11. What can I do with my existing well?

The State of Tennessee requires you to physically disconnect all auxiliary water systems (wells) from public water systems. Therefore, you must disconnect your well line from the lines that will be fed by public water. You will be required to sign a form stating that you will do so, and you will be required to schedule an on-site survey with our Water Quality Specialist to insure that you are abiding by state requirements.