

CHAPTER XIV. WATER & SEWER

ARTICLE A. WATER CONNECTION FEES

Section 1. New Water Connection Fees

Inside City Limits

Service	Complete Service Connection Installation (Potable or Irrigation)	Meter Only Installation for Developer or Contractor Installed Service Connections
¾" Tap and Service Connection	\$ 1,613.00	\$ 380.00
1" Tap and Service Connection	\$ 2,142.00	\$ 526.00
1½" Inch Tap and Service Connection	N/A	\$ 914.00
2" Inch Tap and Service Connection	N/A	\$1,252.00
1½" and Larger (Including all fire line connections)	The connection fee will be based upon a job-specific estimate, prepared by the Water Resources Department, of the actual cost of installation	

If the tap and service installation cost exceeds the established fee by greater than 125%, a job specific cost estimate will be made and the fee based on the actual construction cost. Water connection fees for property outside City limits are 200% of the rates listed above.

Customers with an existing service connection desiring the installation of a new larger service connection shall pay the complete service installation connection fee listed above. Customers with an existing service connection desiring a smaller service connection may pay the meter installation fees listed above and the City will install the smaller meter on the existing service connection. Meters installed for irrigation service smaller shall have a dedicated tap and service line connection, and be subject to the fees presented in this section. Service accounts established to vacant lots that become more than 60 days past due will have the water meter pulled. Prior to re-establishing any service to the property, all delinquent fees must be paid, including additional system development fees if applicable.

With the approval of the City, a customer applying for a water connection 2" or greater in size, including fire line connections, may retain a licensed plumber or licensed utility contractor to install a meter vault and meter piping and assembly to City specifications and with final approval of construction by the City. The City may also approve a licensed utility contractor making a tap on an active City water main and extending the service connection piping under a public street to the meter location on the customer's property. If the City authorizes meter vault and meter assembly installation by the customer's contractor the customer shall pay the contractor directly. The City will inspect and approve all work performed by a contractor. If the City performs meter installation and/or live tap for a 1 ½" or larger water service, a job specific fee sheet shall be completed to establish the service installation cost.

All water service connection installations shall include backflow prevention assemblies sufficient to satisfy the City's Standard Specifications and Details based on the level of hazard to the property served. Installations requiring double check valve assemblies with test cocks or reduced pressure zone assemblies shall be installed and tested by and at the expense of the customer and are not included in the listed fees.

Effective July 1, 2025.

Section 2. Renewal/Replacement Water Connection Fees

The cost of renewal/replacement of an existing water service tap/connection shall be equivalent to that of a new connection.

The current property owner shall have the option of paying for the renewal/replacement service in full at the time of application, or may elect to pay the fee over a six-month period financed at the prevailing interest rate. The City's Director of Finance and Administration shall establish said rate. A \$188.50 deposit shall be required at time of application with six-month financing.

Effective July 1, 2025.

Section 3. Water Connection Fee Assistance Program

Applicants owning property within the City limits of Monroe that do not qualify for assistance through the City of Monroe Water/Sewer Connection Fee Assistance Program may elect to pay the fees equivalent to that of the current new connection fees for water service over a five-year period financed at the prevailing interest rate. The City's Director of Finance and Administration shall establish said rate.

Effective May 19, 2015.

ARTICLE B. WATER RATES

Section 1. Water Rates

Water usage by customers from permanent active service connections or authorized temporary special use are charged monthly based on usage charge and customer charge as follows: Monthly customer charges for customers with compound water meter installations shall be based on the largest meter size on the compound meter. Monthly customer charges for customers obtaining bulk water from a City bulk water site shall be based on a 1-inch meter size.

	Usage Charge
Residential	
Tier 1 – 0 to 4,000 Gallons	\$3.18
Tier 2 – 4,001 to 12,000 Gallons	\$3.81
Tier 3 – Greater than 12,001 Gallons	\$4.45
Non Residential	\$3.48
Irrigation	\$4.45

Customer Charge Per Month	Inside City	Outside City
Meter Size		
¾ inch meter	\$ 14.87	\$ 29.74
1 inch meter	\$ 28.11	\$ 56.22
1½ inch meter	\$ 63.24	\$ 126.48
2 inch meter	\$ 133.47	\$ 266.95
3 inch meter	\$ 210.74	\$ 421.48
4 inch meter	\$ 302.09	\$ 604.18
6 inch meter	\$ 540.95	\$ 1,081.90
8 inch meter	\$ 794.17	\$ 1,588.34

Fire Hydrant Bulk Rate = \$4.26 per 1,000 gallons

Reclaimed Water Bulk Rate = \$3.55 per 1,000 gallons

Effective July 1, 2025.

Section 2. Resale Water Rate - Union County

Resale Water Rate = \$3.55 per 1,000 gallons

No Customer Charge Per Month

Effective July 1, 2025.

Section 3. Fire-Line Availability Charges

Monthly availability charges for dedicated fire-line water connections shall be:

Size of Connection	Inside City	Outside City
2 inch or 3 inch	\$ 6.56	\$ 13.10
4 inch	\$ 11.17	\$ 22.35

6 inch	\$ 25.55	\$ 51.09
8 inch	\$ 51.09	\$ 102.20
10 inch	\$ 99.79	\$ 199.59
12 inch	\$ 148.51	\$ 297.02

Water usage charges for a fire line shall be as follows: (1) for a fire in-line meter connection, charges shall be based upon total metered consumption and the water rates defined in Section 1 above; (2) for a dedicated fire-line connection, unauthorized use of water shall be based on the rates in Section 1 above applied to an estimated consumption calculated by the water volume registered on a 3/4" detector meter multiplied by the following multiplier assigned by fire-line size:

Multiplier for Estimated Consumption on Dedicated Fire-Line Connection with a 3/4" Detector Meter

Size of Fire-Line Connection	Multiplier
2 inch	25
3 inch	75
4 inch	160
6 inch	470
8 inch	1000
10 inch	1800
12 inch	2900

On dedicated fire lines, the only authorized use of water is for fire protection activities. All other uses and connections are prohibited. Authorized use of water will be provided at no additional charge. Authorized uses shall include (1) a test once per calendar quarter of the fire line system authorized in advance by the Water Resources Department; customers shall notify the Water Resources Maintenance Superintendent in writing a minimum of 14 days prior to testing; or (2) an activation of the fire line system in response to a fire event or potential fire event as verified within 24 hours of the event by investigation by the Fire Department (activation due to pipe or mechanical failure, even if unintended, is not an authorized use).

Effective July 1, 2025.

Section 4. Temporary Water Connection from a Fire Hydrant

When a customer desires a temporary water service connection for construction or related purposes, and no permanent underground service is necessary, the customer may apply for a temporary water service connection to a specified public fire hydrant. Such application shall require a deposit of \$794.00. The City will attach a connection assembly with meter and backflow device, and a valve sized for the customer's need (up to 2") and for the customer's use at the end of the assembly. No permanent connection fees or system development fees are required for such connection. For each month or portion of a month in which this service remains active, the customer shall pay a customer charge and usage charge as defined in Section 1 above. When the use of this connection is complete, the customer shall request the disconnection of this service, which will be performed by the City. Upon disconnection, the customer may receive a refund of the initial deposit less a \$74.50 charge for installation and removal by the City, less all customer and usage charges due and any costs to the City to repair or replace parts of the assembly damaged during the time service was provided.

Effective July 1, 2025.

ARTICLE C. SEWER CONNECTION FEES.

Section 1. New Sewer Connection Fees.

Service	Complete Service Connection Installation
4 Inch Tap and Service Connection	\$ 1,428.00
6 Inch and Larger Connections	The connection fee will be based upon a job-specific estimate, prepared by the Water Resources Department for the actual cost of installation.

If the tap and service installation cost exceeds the established fee by greater than 125%, a job specific cost estimate will be made and the fee based on the actual construction cost. Sewer connection fees for property outside City limits are 200% of the rates listed above. Sewer connections outside City limits shall first be approved by the City Council.

With the approval of the City, a customer applying for a sewer connection 6” or greater in size may retain a licensed utility contractor to install a manhole tap, sewer service lateral piping and inspection tee piping and assembly complete to City specifications and with final approval of construction by the City. However, only City of Monroe personnel may install sewer service piping under a public street unless the utility contractor has obtained an encroachment agreement from the agency having jurisdiction over the street. If the City authorizes work by the customer’s contractor, the customer shall pay the contractor directly. The City will inspect and approve all work performed by a contractor.

Effective July 1, 2025.

Section 2. Renewal/Replacement Sewer Connection Fees

The cost of renewal/replacement of an existing sewer service tap/connection shall be equivalent to that of a new connection.

The current property owner shall have the option of paying for the renewal/replacement service in full at the time of application, or may elect to pay the fee over a six-month period financed at the prevailing interest rate. The City’s Director of Finance and Administration shall establish said rate. A \$188.50 deposit shall be required at time of application with six-month financing.

Effective July 1, 2025.

Section 3. Sewer Connection Fee Assistance Program

Applicants owning property within the City limits of Monroe that do not qualify for assistance through the City of Monroe Water/Sewer Connection Fee Assistance Program may elect to pay the fees equivalent to that of the current new connection fees for sewer service over a five-year period financed at the prevailing interest rate. The City’s Director of Finance and Administration shall establish said rate.

Effective May 19, 2015.

ARTICLE D. SEWER RATES

Section 1. Sewer Rates

Sewer usage by customers from permanent active service connections are charged monthly based on water metered use (or metered sewer in special cases approved by the City). Customer charges are as follows:

Usage Charge	Inside City	Outside City
Usage Charge Per 1,000 Gallons	\$4.95	\$ 4.95

Customer Charge Per Month Based on Water Meter Size

	Inside City	Outside City
Water Meter Size		
¾ inch meter	\$ 19.84	\$ 39.68
1 inch meter	\$ 33.10	\$ 66.20
1½ inch meter	\$ 66.00	\$ 132.00
2 inch meter	\$ 129.50	\$ 258.97
3 inch meter	\$ 211.49	\$ 422.96
4 inch meter	\$ 330.42	\$ 660.84
6 inch meter	\$ 660.59	\$ 1,321.18
8 inch meter	\$ 1,057.40	\$ 2,114.80

Customer Charge per Month for Metered Sewer Accounts

Meter Capacity @ Required Accuracy**	Inside City	Outside City
¾ inch meter equivalent	\$ 19.84	\$ 39.68
1 inch meter equivalent	\$ 33.10	\$ 66.20
1 ½ inch meter equivalent	\$ 66.00	\$ 132.00
2 inch meter equivalent	\$ 129.50	\$ 258.97
3 inch meter equivalent	\$ 211.49	\$ 422.96
4 inch meter equivalent	\$ 330.42	\$ 660.84
6 inch meter equivalent	\$ 660.59	\$ 1,321.18
8 inch meter equivalent	\$ 1,057.40	\$ 2,114.80
10 inch meter equivalent	\$ 1,519.99	\$ 3,039.98
12 inch meter equivalent	\$ 2,114.77	\$ 4,229.55

**Required accuracy is as defined by City of Monroe Sewer Design Standards. Meter equivalence established by Water Resources Department per AWWA standards.

Single-family residential customer with sewer service but no City water service and no water meter shall pay a flat rate of \$47.51 per month for sewer service if inside the City limits and a flat rate of \$95.04 if outside the City limits. Multiple-family residential, commercial, or industrial customers without metered water service may be required to install a sewer meter or, at the City's option, may pay a flat monthly rate determined by the City based on specific and detailed usage characteristics of the service.

Effective July 1, 2025.

Section 2. Union County East Side Sewer System Treatment Rate

Treatment rate to be established by annual contract. In addition to the charges, the City of Monroe may directly invoice customers connected to the Union County collection system for high strength surcharges, if applicable, as defined in Section 3 of this Article.

Effective June 1, 2015.

Section 3. Sewer High Strength Surcharges

In addition to customer charges and usage charges, the following sewer surcharges shall be payable for wastewater strength from industrial customers which exceeds the upper limit defined for standard strength as defined in the table below. The minimum surcharge shall be \$12.13 for any calendar quarter.

	STANDARD STRENGTH UPPER LIMIT (milligrams/liter)	SURCHARGE RATE (per 1000 pounds)
5-Day Biochemical Oxygen Demand	250	\$ 293.00
Total Suspended Solids	200	\$ 331.00
Total Ammonia-Nitrogen	18	\$ 1,944.00

Surcharges shall be determined as defined in § 52.042 of the City of Monroe Code of Ordinances based upon representative samples collected by the City of Monroe and the Industrial User. Pounds shall be specifically calculated as follows:

Total metered industrial flow during quarter in million gallons x (average strength - standard strength upper limit) in milligrams per liter x 8.34

For calculating surcharges, the quarterly average strength shall be calculated from the samples collected during the quarterly period by both the City and the industrial customer. If the City has collected more samples than the industrial user, the average strength shall be the arithmetic average of all sample results. If the industrial user has collected more samples than the City, the average strength shall be determined as 50% of the arithmetic average of the industrial customer's results plus 50% of the arithmetic average of the City's results.

All samples shall be analyzed by a laboratory certified by the State of North Carolina in the specific analysis parameter and shall be reported by the laboratory using chain of custody procedures. Any sampling results which do not follow these procedures and reporting requirements shall not be considered in surcharge calculations.

An industrial customer may obtain credit against the total amount of surcharges due when one or more parameters are below the standard strength minimum limit as defined below at the credit amount defined below. If the total credit equals or exceeds the total surcharge calculated from the above formulas, the net surcharge amount shall be zero.

	STANDARD STRENGTH LOWER LIMIT (milligrams/liter)	CREDIT RATE (per 1000 pounds)
5-Day Biochemical Oxygen Demand	180	\$ 293.00
Total Suspended Solids	150	\$ 331.00
Total Ammonia-Nitrogen	14	\$ 791.27

The calculation of pounds for the determination of total credit shall be based on the following formula:

Total metered industrial flow during quarter in million gallons x (standard strength lower limit - average strength) in milligrams per liter x 8.34

Payments for sewer surcharges shall be due upon receipt pursuant to the City's Customer Service Policy.

Section 4. Discharge of Residential Septic Tank Wastes and Domestic Portable Toilet Waste

Hauled residential septic tank wastes or domestic portable toilet wastes, discharged under permit from the Director of Water Resources, shall be billed at a fee of \$211.00 per 1,000 gallons.

Effective July 1, 2025.

ARTICLE E. SYSTEM DEVELOPMENT FEES

Section 1. System Development Fee Schedule for New or Expanded Development

Any individual or group of individuals initially developing property or expanding existing development property shall pay system development fees in accordance with the following schedule based on the size of the new or enlarged water service tap. The timing of the system development fee collection shall be pursuant to NCGS 162A, as amended by House Bill 826, adopted June 22, 2018. For purposes of system development fee collection, the City of Monroe considers water and/or sewer service to be committed at the time of service application filed at the City's Customer Service office.

Water System Development Fees	Inside / Outside City
Meter Size	
¾ inch meter	\$ 2,547.00
1 inch meter	\$ 4,253.00
1½ inch meter	\$ 8,482.00
2 inch meter	\$ 13,576.00
3 inch meter	\$ 27,176.00
4 inch meter	\$ 42,458.00
6 inch meter	\$ 84,892.00
8 inch meter	\$ 135,832.00

Wastewater System Development Fees	Inside / Outside City
Meter Size	
¾ inch meter	\$ 5,068.00
1 inch meter	\$ 8,464.00
1½ inch meter	\$ 16,876.00
2 inch meter	\$ 27,012.00
3 inch meter	\$ 54,076.00
4 inch meter	\$ 84,484.00
6 inch meter	\$ 168,916.00
8 inch meter	\$ 270,276.00

System Development Fees are due in addition to Connection Fees stated in Article A and/or Article C of this Chapter. For enlargements of existing services, the fee shall be the difference between the new service size and the existing size.

The fees presented above are based on a typical "equivalent residential unit" (ERU) peak daily flow demand from a customer with a ¾ inch meter size, and American Water Works meter equivalency ratios. Peak ERU flow allowances are 245 gallons per day for sewer, and 368 gallons per day for water. The Water Resources Department reserves the right to impose additional system development fees for meter sizes greater than 2 inch when, based on industrial pretreatment permit applications, flow projections, or other information, the water or sewer flow volumes exceed 150% of allowable flow. Fees shall be based on \$21.12 per gallon for sewer and \$7.07 per gallon for water. In no case shall the fees be less than shown in the schedule.

If based on financial calculations of present worth using current financing rates and user fees, the projected customer usage fees will provide a positive return to offset the additional system development fee amount, the Director of Water Resources and Director of Finance and Administration, with the concurrence of the City Manager, may waive the additional fees. The waiver shall be based on a written agreement between the customer and the city defining the conditions of the waiver.

Effective January 1, 2025.

Section 2: When System Development Fees Are Not Required

When renovation or repair of existing establishment's results in no increase in the size of the water/sewer service and no increase in flow volume beyond the allowable flow limit, no system development fee shall be charged.

When a renewal tap is requested for an existing establishment and is not associated with an increase in size or flow volume, no system development fee shall be charged.

No system development fee shall be charged for a change in occupancy or ownership of the same facility provided the facility has not expanded. However, if an existing development on a lot or parcel is demolished in favor of the construction of new development, system development fees may be due as follows: (1) if the new development includes a larger water tap size or increased flow volume, fees shall be paid for the proposed increase in use accordance with this article; and (2) if an old development on a lot or parcel has been demolished and removed for a year or longer before the construction of new development is initiated, fees shall be paid for the new development as if the property were being developed for the first time.

Applications for dedicated fire-line only water service connections or dedicated ¾" residential lawn irrigation water service connections do not require payment of system development fees provided that domestic water service for the property is also being obtained by separate meter from the City of Monroe.

ARTICLE F. MISCELLANEOUS CHARGES

Section 1. Pretreatment Program Administration Charges

Industrial customers discharging process wastewater to the City of Monroe sewer system under an issued Industrial User Permit shall pay annually pretreatment program administration charges toward the City's cost of monitoring, inspection, and surveillance procedures based upon the schedule below:

PERMITTED FLOW (million gallons per day)	ANNUAL ADMINISTRATION CHARGE
0 - 0.1	\$1,062.50
0.1 - 0.5	\$2,109.50
Greater than 0.5	\$3,137.00

Annual Administration Charges shall be invoiced annually on July 1 and shall be paid within 30 days of the date of invoice. Sewer customer with on-site grease traps or oil/grit separators shall pay an annual inspection fee of \$160.50, invoiced on this same date.

Effective July 1, 2025.

Section 2. Application Fees for Industrial User Permit or Domestic Septage Discharge Permit

When an existing or new industrial customer is required to obtain or renew an Industrial User Permit pursuant to Chapter 52 of the City Code of Ordinances, an application fee of \$511.00 shall accompany the application for a new or renewal permit. A firm applying for a permit to discharge domestic septic tank wastes and/or portable toilet wastes shall pay an application fee of \$109.00.

Effective July 1, 2025.

Section 3. Fees for Water Meter Re-reads or Water Meter Testing

If a customer requests that a City water meter be re-read by the City to verify the accuracy of a scheduled reading used to bill the customer, and the City determines upon re-read that the initial reading was in error, an appropriate adjustment will be made to the customer's account to correct the reading error and no additional fee for the re-read will be charged to the customer. However, if the re-read requested by the customer confirms that the initial reading was correct, and the meter also meets the accuracy standards of the American Water Works Association, the customer shall be charged an additional fee in accordance to the administrative fees schedule (Chapter 1) on the next utility bill for the service of re-reading the meter.

A customer is entitled to request not more frequently than one time per year that the customer's water meter be tested for accuracy at no cost to the customer under the accuracy standards of the American Water Works Association. If two or more requests are made within a twelve-month period and the accuracy standards are met during the second or subsequent tests, the customer shall be charged a fee of \$73.50 on the next utility bill for the additional meter testing services, based on $\frac{3}{4}$ inch meter size. Testing for meters 1-inch and larger will be based on actual cost to test the meter.

Effective July 1, 2025.

Section 4. Fees for Authorized Recreational Use of City Lakes

The issuance of fishing and boating permits for Lake Twitty, Lake Lee, or Lake Monroe, as required by Chapter 54 of the City Code of Ordinances for fishing and boating activity on these lakes, shall require payment of the following permit fees:

Fishing From Shore	\$ 3.00 per person per day
Fishing From Boat	\$ 3.00 per person per day
Boat Launching	\$ 4.00 per boat per day
Annual Dock and/or Access Permit	
Inside City	\$ 93.50 per year
Outside City	\$187.00 per year

Effective July 1, 2025.

Section 5. Charges for Reproduction of Documents

Copies of the City of Monroe Standard Specifications for Water Main Construction and Standard Specifications for Sewer Main Construction will be made available to any interested persons at the City of Monroe Operations Center at a cost stated below representing the cost of reproduction:

Specifications for Water Main Construction	\$14.50 per copy
Specifications for Sewer Main Construction	\$14.50 per copy

Effective July 1, 2025.

Section 6. Charges for Sewer Television Inspections

Television inspections of sewer services lines requested by a customer, plumber, or contractor shall be billed at a rate of \$93.50 per hour (1-hour minimum). Service availability shall be restricted based on City inspection programs.

Effective July 1, 2025.

Section 7. Water and Sewer Extension Permits

All extensions to the City's water or sewer system shall be subject to the following fees for each permit application submitted:

Water Main Extensions	\$ 335.50
Sewer Main Extensions	\$ 335.50

Effective July 1, 2025.