

City of Portland Department of Utilities

Commercial/Industrial Utility Request Process



Purpose:

It is the City of Portland's intention to promote sustainable growth in the City Limits and surrounding areas. Portland Department of Utilities (PDU) provides water, sewer, and gas utility services to the City Limits and in the case of water and gas, beyond the City Limits. The City's responsibility is to promote growth, without limiting the service to our existing customers and residents, therefore, as commercial and industrial businesses request utilities in our service area, the following procedure shall be followed:

Process:

1. Developer shall fill out **ALL** the information on the "Commercial & Industrial Availability of Service Request Form". The flows put on the application will be modeled by our engineers, therefore the information provided needs to be as accurate as possible.
2. Developer shall submit the request form to PDU Staff.

FOR NEW BUILDINGS:

3. The development will be required to be modeled. All new development will be modeled with the City of Portland's Fire Flow Requirements.
4. The cost of modeling the system is passed onto the Developer and typically costs between \$750 - \$1,200 per utility being evaluated. Once we receive it from our Engineer, we will send an invoice to the applicant stating the amount that needs to be paid for modeling the development and an administration fee.
5. **Modeling will not begin until the fees have been paid, so a delay in paying the fees could result in a delay of the Capacity Letter.**
6. Upon receipt of the modeling payment, our Engineer will perform modeling for the specified utility as per the information listed on the application. The results are typically ready within 30 - 45 days after receipt of payment.

FOR EXISTING BUILDINGS:

3. PDU will communicate with the applicant to review if the existing services can handle the loading listed on the application.
4. If there is not a change in use in an existing building and **no** additional demand is needed, then PDU will **not** require the modeling to be performed. (*This will be at the discretion of the Portland Department of Utilities on whether modeling is required.*)
5. With all service change requests, the City shall inspect each service to all existing commercial and industrial facilities. At that time if any deficiencies are found, it is the responsibility of the Developer to repair/replace all noted deficiencies to the current City standards.
6. PDU staff will provide written documentation of all deficiencies, if any.
7. If a new business is going in that **will** increase the demand on the City's utilities, then PDU **will** require the modeling to be performed. (*This will be at the discretion of the Portland Department of Utilities on whether modeling is required.*)
8. If modeling is required, you will follow the process "For New Buildings" # 3 through 6.

Modeling Notes:

The City will provide written requirements based on the modeling information. The Developer will only be required to make improvements if and when they are required to maintain current level of service to our existing customers when adding the additional development, along with meeting our Fire Flow Requirements.

We greatly appreciate your interest in developing within (or near) the City of Portland, Tennessee. We look forward to working with you for a successful outcome to your development!