

Dual Connections

Only one (1) residence is allowed to hook up to a meter. Two (2) homes are not allowed on the same meter.

Cross-Connection

Any home having an additional source of water (e.g. well or spring) other than that supplied by Chuckey Utility District cannot have both sources connected in any way.

Back Flow Prevention

If the District recognizes a potential hazard regarding the back flow of water into the public water system, a reduced pressure back flow prevention (RPBP) assembly will be required. All schools, greenhouses, dairy farms, beauty shops, restaurants, auto shops, sprinkler systems, well and springs require a RPBP assembly.

Meter Reading

All meters are read monthly. Customers may inquire as to their scheduled monthly reading date by calling the District office.

Returned Check Policy

A thirty (30) dollar service charge is assessed on all returned checks. Cash or money order is required to pick up the returned check. Customers have three (3) working days after notification of a returned check to pick up the returned check or service will be terminated, except for returned checks to establish service or

reconnect fees which no notification is required.

Source of Water

Water is purchased from the Greeneville Water Commission, Town of Jonesborough, and Glen Hills Utility District and distributed by the District to its customers.

Water Pressure

The District is required to maintain a minimum of 20 psi at each meter. Customers requiring more pressure than provided by the District may choose to install a pump at their own expense. Some locations may require pressure reducers to be installed at the customers' expense.

Commissioner Meetings

The Districts' Commissioners meet the 2nd Wednesday of each month at 8:30 AM in the conference room of the business office.

Water Rates Currently Effective

Minimum Bill - Residential

First 1,000 gallons \$20.00 plus tax

Additional gallons per 1,000 \$5.75 plus tax

All active accounts with a water meter installed will be billed a minimum monthly water bill even if there is no water usage.

Minimum Bill – Commercial

First 1,000 gallons \$60.00 plus tax

Additional gallons per 1,000 \$5.75 plus tax

All active accounts with a water meter installed will be billed a minimum monthly water bill even if there is no water usage.

Method of Payments

Payment by check, cash and money order must be received at the office, in person, by mail, in the night deposit, or Heritage Community Bank. Payment may be made online using debit and credit cards and can be set up for automatic recurring payment, through Payment Service Network (PSN) on the Districts' website

www.chuckeyutilitydistrict.com

Credit and Debit cards are accepted in person at the office through PSN. PSN charges a fee for this service. Automatic Bank Draft are also available upon completion of the application at the Districts' office.

Late Payments

Late fees are posted the day following the due date at 8:00 AM on all payments that have not been received by the Districts' office. If the due date falls on a day the office is closed, payments received by close of business (4:30 PM) the next working day are considered on-time. Late fees are calculated at the rate of 10% of the current month's bill.

Billing

All bills are due on the 20th of each month. Customers are responsible for timely payment of their account even if no bill is received.

Discontinuation of Water Service

All accounts not paid within five (5) working days after the due date are subject to discontinuation of service. A \$40.00 re-connection fee, if before 4:00 PM, must be paid before service is restored. If after 4:00PM, a \$55.00 re-connection fee is required prior to re-connection. Customers may come into the office to set up payment arrangements prior to the due date to prevent discontinuation of service. If the agreed upon payment arrangement is not followed, service will be discontinued with no further notice and all above referenced re-connection fees apply. All customer requests for disconnections of service should be made in person.

High Bills

If large bills are caused by leaks on the customers' side of the meter, the meter may be turned off by field personnel to prevent further charges. Bills may be adjusted one (1) time in a twelve (12) month time frame for such leaks. Please contact the Districts' office for details regarding leak adjustments. All pressure regulators, valves, service lines and other devices located on the customers' side of the meter are the responsibility of the customer.

New Service

Residential property owners make the decision as to who receives the monthly bill. All customers are assessed a \$100.00 service fee to obtain water service.

Water Taps

A fee of \$1500.00 is assessed for each new water tap. Any inquiries regarding tap fees, costs or placement of the water tap should be discussed at the Districts' office at the time the water tap is purchased. Any water taps larger than ¾" will be priced on a case-by-case basis.

Cutoffs

Cutoffs at the water tap are maintained for the Districts' use only. Customers should install their own cutoff valve on the customer side of the meter. Any customer damage to the Districts' property (utility line, water tap, locks) will be billed to the customer, including a \$200.00 tampering fee.

Access

The customer agrees to keep the property at the service address accessible and free of impediments for maintenance and meter reading. Upon notification from the District, the customer agrees to remove any impediments for the District to gain access to the meter. If such impediments are not removed within a reasonable time as requested by the District, service will be disconnected. Service shall be reinstated after any impediments are removed and all bills, reconnection fees and any other such

fees incurred by the District are paid by the customer.

Office Closure

Chuckey Utility District observes the following legal Holidays.

New Year's Day

Martin Luther King Day

Presidents Day

Good Friday

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day

Friday after Thanksgiving

Christmas Eve

Christmas Day

Whenever a legal Holiday falls on Saturday the preceding Friday will be observed.

Whenever a legal Holiday falls on Sunday the following Monday will be observed.

The office may also be closed during periods of inclement weather.

