

Dual Connections

All homes must have a separate service connection.

Meter Reading

Sewer billings are based on water usage. All water meters are read monthly.

Returned Check Policy

A \$30 service charge is assessed on all returned checks.

Source of Water

The water is purchased from the Greeneville Water Commission and is distributed by the Town to its customers.

Access to Tank

The Town must have access to the tank to perform repairs and maintenance. Please do not obscure the tank or lines with any type of landscaping that might damage the life of the equipment.

Maintenance

Please call Town Hall at 423-422-4051 if maintenance is needed for the pump. The answering service will answer if outside normal office hours. (423-636-6996)

Additional Info

Please contact Town Hall to get more detailed information and/or policies regarding sewer service provided by the Town.

Town of Mosheim, TN

1000 Main Street
Mosheim, TN 37818
(423)422-4051

SEWER CUSTOMER INFORMATION

Mayor Rick Cunningham

Aldermen:
Marc Campbell
Matthew Solomon
James Foshie
Dave Long

Office Hours
Monday – Friday 7:30 am – 5:00 pm

Leaks

Since sewer rates are based on water usage, leaks on the customer's side of the water meter will be adjusted ONE time per year. In addition, one adjustment may be made for filling a pool. The bill will be adjusted to an average of the previous 3 months bills.

Discontinuance of Water Service

The Town has agreements with Greeneville Water Commission and Old Knoxville Highway Utility District to turn off water service for unpaid sewer service. Accounts not paid within **10 days following the due date**, water service will be discontinued. A re-connection fee must be paid prior to re-establishing service.

<u>Fee</u>	<u>Water provided by</u>
\$30	Town of Mosheim
\$35	Water Commission
\$50	Old Knoxville Hwy

New Service

Customers establishing new service are assessed a non-refundable \$50 service charge to obtain sewer service.

Sewer Rates

First 2,000 gallons	\$26.08 plus tax
Next 2,000 gallons	\$6.52 per 1,000 gallons plus tax
Over 4,000 gallons	\$5.85 per 1,000 gallons plus tax

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

Method of Payment

Payments may be received at Town Hall in the form of cash, check, money order, or card. You may also mail your check or pay online with a card. You will find a link at mosheim.net. There is a charge if you pay with a card.

We currently offer automatic bank draft. Form available at Town Hall or online.

Late Fees

Late fees will be assessed the first working day following the due date on all active accounts not paid in full. Late fees are calculated at the rate of 10% of the current month's bill.

Protecting a Grinder Pump

A properly maintained grinder pump should be able to handle wastewater from the kitchen, bathroom, laundry, etc. However, some chemicals and substances can adversely impact a grinder pump and may cause safety hazards.

Never pour the following items down drains or flush down toilets:

- Grease
- Explosive or flammable material
- Kitty litter
- Aquarium gravel
- Strong chemicals or toxic substances
- Degreasing solvents
- Diapers, feminine products, or cloth of any kind
- Fuel or lubricating oil, paint thinner, or antifreeze
- Plastic objects
- Seafood shells
- Medical syringes and gloves
- Baby wipes (even those labeled flushable)
- Paper Towels

These items can damage the grinder pump and its controls, cause blockages and backups and may cause unsafe conditions in your lines and tank.

Due to the high cost of your pump and the related maintenance, introduction of ANY foreign materials into wastewater cannot be tolerated. In such cases, the sewer

customer will be notified by Town personnel of the problem. Subsequent maintenance calls caused by further addition of any foreign substance to the system will require the cost of removal to be paid by the customer.

Sewer Tap

Sewer taps may be purchased for \$1200 for each gravity connection and \$7000 for each pump connection. This does not include any bore fees that may be required.

Billing

All bills are due as follows:

<u>Water provided by</u>	<u>Due Date</u>
Mosheim/Water Commission	15 th each month
Old Knoxville Hwy	25 th each month

Failure to receive your bill does not relieve the customer of penalties or cutoff. You may, if you sign up, have your bill emailed to you instead of sent by traditional mail. You may also access your account history when you sign up online.