

Town of Mosheim, TN

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

WATER CUSTOMER INFORMATION

Mayor Rick Cunningham

Aldermen:
Marc Campbell
Matthew Solomon
James Foshie
Dave Long

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

Dual Connections

All homes must have a separate service connection (meter).

Cross-Connection

Any home having an additional source of water (such as a well) other than that supplied by the Town cannot have both sources of water connected in any way.

Back Flow Prevention

If the Town recognizes a potential hazard regarding the back flow of water into the public water system, a backflow prevention device will be required. Schools, greenhouses, dairy farms, beauty shops, restaurants, and sprinkler systems are examples of customers that require such a device. Please call Town Hall if you have questions.

Meter Reading

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. The Town is required to perform the same testing and sampling as any other water district.

Leaks

Leaks on the customer's side of the meter will not be adjusted, due to the Town purchasing all its' water from the Greeneville Water Commission.

Discontinuance of Water Service

Accounts not paid within **10 days following the due date**, water service will be discontinued. A \$30 re-connection fee must be paid prior to re-establishing service.

New Service

Customers establishing new service are assessed a non-refundable \$75 service charge to obtain water service.

Water Pressure

The Town is required to maintain a minimum pressure of 20 PSI at each meter. Customers requiring more pressure than provided may choose to install a pump at their own expense.

Water Tap

Water taps may be purchased for \$1200 for each ¾" connection.

Water Rates

First 2,000 gallons	\$16.33 plus tax
Next 2,500 gallons	\$4.50 per 1,000 gallons plus tax
Over 4,500 gallons	\$5.25 per 1,000 gallons plus tax

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

Method of Payment

Payments may be received at Town Hall, by mail, or online. A link is available at mosheim.net. There will be a service charge for online transactions.

We currently offer automatic bank draft. Forms are 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.

Billing

All bills are due on the 15th of each month. **Failure to receive your bill does not relieve the customer of penalties or cutoff.** You may sign-up for e-bills instead of traditional mailing of your bill.