

**TOWN OF MOSHEIM UTILITY DISTRICT**

**1000 MAIN STREET  
MOSHEIM, TN 37818**

**OFFICE: 423-422-4051    EMAIL: townhall1@earthlink.net**

It is the policy of the Utility to require the applicant seeking service be the responsible party residing at the service address. I agree that the meter will remain accessible to the Water Dept. employees at all times. The meter cannot be obstructed or fenced in without providing a gate for accessibility. **ALL SERVICES REQUIRED TO HAVE A PRESSURE REDUCER.**

**THIS AGREEMENT**, entered into by and between Town of Mosheim Utility, a Utility established and existing under the laws of the State of Tennessee, hereinafter referred to as the "Utility" and the Applicant, hereinafter referred to as the "Customer".

**CUSTOMER ACCOUNT NUMBER#** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**NEW ON:** \_\_\_\_\_      **CHANGE ADDRESS:** \_\_\_\_\_      **BILL & PULL:** \_\_\_\_\_

**Cut-on Date:** \_\_\_\_\_      **Cut-off Date:** \_\_\_\_\_      **Meter Reading:** \_\_\_\_\_

**Type of Service Requested:** Single Family \_\_\_\_\_ Home-Based Business \_\_\_\_\_ Commercial \_\_\_\_\_

**Full Legal Name(s):** \_\_\_\_\_

**Street Address (for service):** \_\_\_\_\_

**Billing Address (if different):** \_\_\_\_\_

**Driver License Number(s):** \_\_\_\_\_

**Social Security Number(s):** \_\_\_\_\_

**Phone Number(s):** cell \_\_\_\_\_ work # \_\_\_\_\_

**Employer:** \_\_\_\_\_      **Email Address:** \_\_\_\_\_

**Emergency Contact:** \_\_\_\_\_      **Phone #** \_\_\_\_\_

**Applicant is:** Owner: \_\_\_\_\_      Renter: \_\_\_\_\_      Other: \_\_\_\_\_

**Transfer Fee \$** \_\_\_\_\_      **30-day Transfer Fee \$** \_\_\_\_\_      **New Tap Fee \$** \_\_\_\_\_

Is there any medical reason that service cannot be interrupted? YES \_\_\_\_\_ NO \_\_\_\_\_ Written verification from a medical doctor is required before meter can be labeled as "NON- CUT OFF". The water bill is still required to be paid in full, but notification will be made prior to disconnect.

The meters are read between the 7<sup>th</sup>—9<sup>th</sup> of each month. Bills will be mailed to customers by the 25<sup>th</sup> of each month. Bills can be paid without penalty until the 15<sup>th</sup> of each month. After the 15<sup>th</sup>, a 10% penalty will be added to the bill. Accounts not paid by the 25<sup>th</sup> of each month will be subject to be disconnected (cut-off) and a fee of \$30 will be charged for reconnection.

Do you have an existing source of water: Yes \_\_\_\_\_ NO \_\_\_\_\_ If yes, then a well user agreement must be filled out.

\* Pamphlet given on the Cross-Connection

You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you be sending text messages or emails, using any email address you provide us. Methods of contact may include using pre-reordered or artificial voice messages and/or the use of an automatic dialing device, as applicable. I/We have read this disclosure and agree that the Town of Mosheim may contact me/us as described above.

**Signature:** \_\_\_\_\_      **Date:** \_\_\_\_\_

## TOWN OF MOSHEIM WATER UTILITY POLICY

All Applicant's requesting the installation of a new tap or the activation of an existing tap, not previously activated, shall be required to pay the Utility's monthly minimum bill regardless of usage or not. Failure to pay said monthly bill shall result in the tap being deactivated, until the charges are paid in full.

1. Services provided by the Utility shall be supplied only to the Applicant at the address on the contract. Customer SHALL NOT connect any other dwelling or property to his service
2. It is understood that the Utility may cut off all services and may not be reconnected except by order of the Utility, after the payment of all rates and charges have been made by the Customer
3. The meter serving the Customer's service address shall remain the property of the Utility
4. The Utility or its agents reserve the right to make inspections of the service installation within the Customer's premises upon reasonable notice and at a reasonable time. The Utility assumes no liability operation or maintenance of the Customer's plumbing
5. The Customer must keep the property at the service address accessible and free from impediments including by not limited to: not to be fenced-in, clear of trees, bushes, shrubs and structures, vehicles and equipment to Utility access, maintenance and meter reading.
6. The Utility shall have the right to restrict, control or discontinue service at any time during emergencies or repairs.
7. All pressure regulators, valves, service lines, backflow preventers and other devices located on the Customer's side of the meter are the responsibility of the Customer. No pump may be installed on potable water lines without written permission from the Utility.
8. Customer agrees not to allow any cross-connections between Utility service and a private well or spring or any other connection, either inside or outside of any building.
9. All requests for disconnection of service should be made in writing or in person if possible. The Utility will accept telephone requests for discontinuance if the caller gives adequate identification. The Utility will make every effort to respond within a reasonable time.
10. If Applicant fails to connect to the system when service is available and a tap is made, the Customer will pay a minimum bill, not to be less than 1 year.
11. If the Utility discontinues service for non-payment or any other reason and the service is turned on without authority of the Utility, the Utility will lock the meter until all arrears and reconnect fees are paid.
12. The Utility bills for services monthly, and bills are mailed in bulk at the US Post Office. The Utility cannot guarantee the delivery of its bills. Failure to receive a bill does not relieve the Customer of the reasonability of paying of the bill.

By my signature, I obligate myself to obey all rules and regulations of the Utility and pay for all Utility services at the service address. In the event of non-payment or unauthorized partial payment, I agree that the Utility may terminate service and all unpaid bills are immediately payable by me, including all costs of collections and attorney's fees. The customer agrees to abide by such policies and regulations.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Town of Mosheim Utility District**

**1000 Main Street  
Mosheim, TN 37818**

**WELL USER AGREEMENT**

In accordance with Mosheim Water Works cross connection control program, a private well or auxiliary water source may not be connected in any manner to the public water supply unless proper protection against cross connection is provided. Only Reduced Pressure Backflow Preventers or approved air gaps may be used for protection. These devices must have prior approval by the Mosheim Water Works. Customers not in compliance with this rule will have their water service discontinued.

Check appropriate blank:

\_\_\_\_\_ This serves as notification that a well "IS" located on the property at the following address:

\_\_\_\_\_ This serves as notification that a well "IS NOT" located on the property at the following address:

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I understand and agree that this system is, and shall remain totally segregated from the public water supply, and no unapproved or unauthorized cross connections, auxiliary intakes, bypasses, or interconnections will be permitted without the written approval of the Mosheim Utility District.

I further understand and agree that should an auxiliary water supply be connected to the public water system at the above address, maximum cross connections control equipment in the form of an approved air gap or reduced pressure backflow prevention device shall be installed to protect the public water supply.

DATE: \_\_\_\_\_

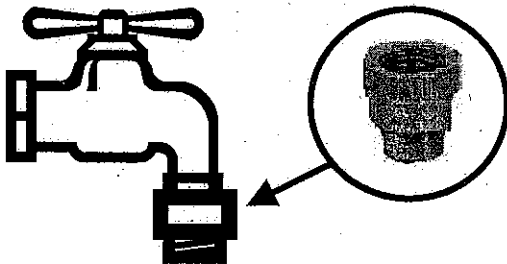
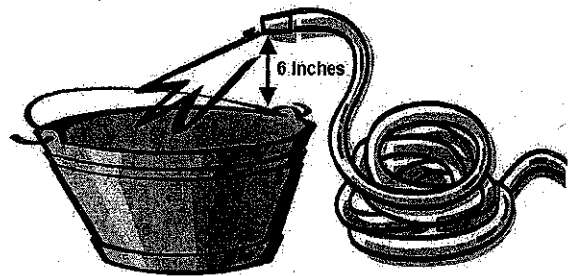
NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

The Town of Mosheim makes every effort to ensure that our customers enjoy a continuous supply of safe drinking water. We appreciate the help of our customers to maintain the quality of our water supply.

Cross Connections can cause the water system to become contaminated. A cross connection is a link with the public water supply and a possible source of contamination. An example of a cross connection would be a garden hose submerged in a source of contamination such as a swimming pool, car radiator or other liquid. If a water main break should occur or if a fire pumper used a fire hydrant while the hose was submerged in a source of contamination, the contaminant could be pulled back into the public water supply. This occurrence, known as backflow, can be prevented.

One simple way to stop backflow is by using an air gap. An air gap can be created by arranging your hose so that the end is at least six inches above the top rim of the container it is being used to fill. This air gap will prevent the contaminant from being siphoned into the water supply.



Another method of preventing backflow with a garden hose is using a device known as a vacuum breaker. Vacuum breakers are inexpensive devices that can be screwed onto your outside faucet. These devices will prevent contaminants from being siphoned back into your plumbing and the public water system.

More hazardous cross connections or cross connections created with permanently installed plumbing may require more sophisticated devices known as reduced pressure backflow preventers. These devices are much more complicated and must be tested annually by certified testers.

For more information on preventing cross connections and protecting our water supply, contact the Town of Mosheim at 423-422-4051

**REMEMBER: Never submerge your garden hose in anything you would not want to drink!**