

TOWN OF MOSHEIM UTILITY DISTRICT
1000 MAIN STREET
MOSHEIM, TN 37818
OFFICE: 423-422-4051 EMAIL: recorder@mosheim.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:** _____

Phone Number(s): cell _____ work # _____

Employer: _____ **Email Address:** _____

I want to receive an E-bill instead of a bill through traditional mail

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 7th—9th of each month. Bills will be mailed to customers by the 25th of each month. Bills can be paid without penalty until the 15th of each month. After the 15th, a 10% penalty will be added to the bill. Accounts not paid by the 25th 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 by 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 Utilities 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
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 Customer
2. The meter serving the Customer's service address shall remain the property of Utility
3. 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.
4. The Customer must keep the property at the service address accessible and free from impediments including but not limited to the following: not to be fenced-in, clear of trees, bushes, shrubs, and structures, vehicles and equipment to Utility access, maintenance, and meter reading.
5. The Utility shall have the right to restrict, control, or discontinue service at any time during emergencies or repairs
6. 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 with written permission from the Utility.
7. Customer agrees not to allow any cross-connections between Utility service and a private well or spring or any connection, either inside or outside of any building.
8. All requests for disconnections of services 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
9. 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
10. 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 reconnects are paid. If the Utility finds any meter has been tampered with, or locks have been out, the Customer will be charged a \$ 250.00 meter tampering fee to be paid in full before service is restored.
11. 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: _____