

FROM NATURE...



Bristol-Bluff City Utility District
 318 Riverview Dr.
 PO Box 459
 Bluff City, TN 37618

Office: (423) 538-4043
 Emergency: (423) 538-7241

BBCUD Water Service Agreement/Application

This form must be accurately completed and provided to BBCUD prior to water utility hookup. By completing and signing this form, I agree to and accept all the terms, conditions, fees & expenses associated with requested service.

Applicant Information:

Name: _____

Service Address: _____

Mailing Address (if different): _____

Phone Numbers (home/cell): _____

Email: _____

Driver's License Number & State: _____

Place of Employment & Phone Number: _____

Have you ever had water service with BBCUD? _____
 (If yes, when and what name?)

Date to be turned on: _____

WATER SERVICE AGREEMENT

Beginning April 1, 2017 all new taps must have a cut-off valve and a PRV installed at the meter on the customer's side before we will install the meter. This will be inspected by our distribution worker before water service can be established. By signing this agreement, you are agreeing to these terms. If a cut-off valve and PRV is not installed, the customer will be responsible for a \$75.00 service charge fee each time we are called out to turn the meter off/on for the customer.

Water Service Connection Fee: \$75.00 non-refundable service connection fee shall be paid in full prior to the establishment of the water service account and water service turned on. Renters will also have a 75.00 deposit that must be paid prior to establishment of water service that is refundable as long as their bill is paid in full when/if applicant moves from premises.

Customer Service

- Leak adjustment- one per fiscal year if the leak meets criteria per BBCUD Policy.
- There are no adjustments for filling swimming pools.
- A payment drop box is located at the BBCUD entrance for after-hour payments.
- Office hours are 8:00 a.m. till 4:00 p.m. Monday thru Friday.

Billing

Minimum bill charges will be applied to your account each month and will be initiated with the water service being turned on. The minimum bill will be applied even if the amount of usage is 0. The minimum bill charge is calculated per the current rate schedule.

First notice is generated/mailed on the 19th after the meter is read each month on the 9th. The due date on the bill is the 12th of the month. The payment shall be received by 4:00 p.m. on the due date to prevent a penalty from be added to your account.

Penalty- Billing/Collection System generates the customer accounts for which payment has not been received by 4:00 p.m. on the due date and calculates the penalty. Penalties are applied to each account after 4:00 p.m. on the due date.

A customer will have 10 days from the first notice due date to pay the past due account balance. If the total past due balance on the account is not paid in full by 4:00 p.m. on the 22nd then a **non-payment fee (40.00)** shall be applied to the account and it will be subject for disconnect.

Reconnect Fee- A fee of **\$30.00** will be paid to have water service re-established.

An account that has had water service terminated for more than ten days will be made inactive. To re-establish service for this account, the balance shall be paid in full and instead of paying \$30.00 to turn the water on a \$75.00 non-refundable reconnect fee shall be paid.

Returned Check Fee/Auto draft- A \$30.00 fee will be applied for all returned checks/auto drafts.

Customer Complaints

Please notify the Customer Service Center with any questions, concerns and/or complaints that you have during normal business hours (423)538-4043. Emergency (after hours) 423-538-7241.

I have been provided the current CCR for BBCUD Water System. Also, I have been provided educational information on how to protect the water system from cross connections.

Customer Signature _____ **Date** _____

Cross-Connection Survey

Customer Name: _____

Customer Address: _____

1. Type of service: Residential Commercial Industrial
2. Occupancy: Own Rent
3. Meter serves: House/mobile home, etc. How # many does it serve? _____
Barn/outbuildings, etc. How # many does it serve? _____
Other Structures _____
4. Do you have (Check all that apply)
 Swimming Pool Hot Tub Jacuzzi Green House Dark Room Equipment
 Underground Sprinkler System Drip/Soaker/Irrigation Insecticide Sprayer (Garden hose)
 Portable Dialysis Machine Utility Sink with Threaded Facet Ghost pipes (unidentified)
5. Do you have a water softener or any extra water treatment system? Yes No
6. Do you have an auxiliary water supply (spring, well) on your premises? Yes No
7. Do you have livestock that use a water trough filled by Public water system? Yes No
8. Does a creek, river, etc. run near or on your property? Yes No
9. Do you have a booster pump, well pump or any other type water pump? Yes No
10. Do you receive irrigation water from a different source? Yes No
11. Do you have a backflow protection device on your property now? Yes No
12. Do you have or are you aware of a situation that could create a cross-connection? Yes No
13. Do you have any other water-using equipment on your property not mentioned above? Yes No
If yes, please list: _____

Customer Signature: _____ **Date:** _____

Please notify this office if any of the above conditions change.