



Welcome to Tuckaleechee Utility District

Tuckaleechee Utility District started in 1959 and now has over 4,500 water customers serving portions of 2 counties, Blount and Sevier.

TUD Contact Information

Tuckaleechee Utility District (checks can be made payable to TUD)

Office: 865-448-2230

Fax: 865-448-2266

Email: customerservice@tudtn.com

Pay by Phone: 877-668-0419

Pay Online: tuckaleecheeutilitydistrict.com

Office Location: 7706 Chestnut Hill Rd, Townsend, TN 37882

Business Hours: 8am- 4pm Monday – Friday excluding holidays

New service sign- up: 8:30am – 3:30pm Monday – Friday excluding holidays

TUD will be closed on the following holidays

New Year's Day	Columbus Day
Martin Luther King Day	Veterans Day
President's Day	Thanksgiving Day
Good Friday	The Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Juneteenth	December 26
Labor Day	New Year's Eve

ITEMS REQUIRED FOR NEW SERVICE

A VALID GOVERNMENT PHOTO ID

- o STATE ISSUED DRIVER LICENSE
- o STATE ISSUED PHOTO ID
- o U.S. PASSPORT

PROPERTY OWNER MUST PROVIDE PROOF OF OWNERSHIP

- o DEED
- o COPY OF CONTRACT OR SALES AGREEMENT (PROPERTY MUST BE CLOSED)
- o SETTLEMENT STATEMENT (PROPERTY MUST BE CLOSED)
- o CLOSING DISCLOSURE
- o NON-REFUNDABLE SERVICE FEE

RENTER, LESSEE

- o CURRENT RENTAL OR LEASE AGREEMENT
 - CORRECT 911 ADDRESS ON THE AGREEMENT
 - AGREEMENT MUST BE SIGNED BY OWNER OR PROPERTY MANAGER WITH COPY OF ID IF HAS NOT EVER BEEN IN THEIR NAME BEFORE
 - PROPERTY MANAGER NEEDS BUSINESS CARD OR AGREEMENT SHOWING THEY ARE OVER THE PROPERTY
- o NON-REFUNDABLE SERVICE FEE

REALTORS

- o BANK PAPERS
- o REALTOR AGREEMENT WITH OWNER TO SALE

OTHER PAPERWORK REQUIRED TO ESTABLISH SERVICE

- o WATER SERVICE CONTRACT - 3 PAGES
- o CROSS CONNECTION REPORT (IF NEW BUSINESS BUILD)

ALL CONTRACTS ARE AVAILABLE IN THE OFFICE FREE OF CHARGE. ANY APPLICATION RECEIVED AFTER 12:00 P.M. CANNOT BE GUARANTEED TO BE TURNED ON THE SAME DAY.

ANY INFORMATION THAT IS BELIEVED TO BE FALSE, MAY NOT BE ACCEPTED BY TUCKALEECHEE UTILITY DISTRICT. DEPENDING ON THE LOCATION OF SERVICE BEING REQUESTED, ADDITIONAL DOCUMENTS MAY BE REQUIRED BEFORE SERVICE CAN BE ESTABLISHED.

Any CUSTOMER applying for a new service on a property that has never been metered or tapped should install a shut off valve outside of the meter in the event of leaks or issues on their side of the meter. Meters are property of the UTILITY DISTRICT and shall remain so.

ALL FEES AND RATES ARE NON-REFUNDABLE

TUCKALEECHEE UTILITY WATER RATES

First 0-1,500 gallons of water will be **\$26.13 + 9.75% tax** (3/4 inch meter)

Every 1,000 gallons after that will be **\$9.84 + 9.75% tax** (3/4 inch meter)

Every 100 gallons after that will be **\$1.00 + 9.75% tax** (3/4 inch meter)

Minimum bill for 0-1,500 gallons of water per cycle

➤ ¾ inch meter	\$ 26.13 + 9.75% tax
➤ 1 inch meter	\$ 47.39 + 9.75% tax
➤ 2 inch meter	\$ 65.11 + 9.75% tax
➤ 3 inch meter	\$159.79 + 9.75% tax
➤ 4 inch meter	\$178.48 + 9.75% tax
➤ 6 inch meter	\$401.90 + 9.75% tax

Service Charge: \$50.00

New service on a property that has never been metered or tapped

Water Availability Fee ¾ inch:	\$2,000.00
Water Availability Fee 1 inch:	\$3,600.00
Water Availability Fee 2 inch:	\$5,000.00
Water Availability Fee 3 inch:	\$7,500.00
Water Availability Fee 4 inch:	\$10,000.00
Water Availability Fee 6 inch:	\$15,000.00

Line extension, Construction Fees & Bore Charges may also apply and will vary in some areas

Re-connection Fee: \$50.00 - Meter turned off for non-payment or for winter months.

After hours Fee: \$50.00 - Additional charge from 4:00 p.m. - 8:30 p.m.

Return check fee \$25.00

All fees must be paid in advance before reconnection will be scheduled.

ALL RATES AND FEES ARE SUBJECT TO CHANGE

Water Availability checklist

- Copy of lease or closing disclosure
- Complete Water Availability contract (3 pages)
- Send copy of account holders ID
- All applicable fees (You may call in with credit or debit card if you prefer not to send check or money order however there is an additional processing fee.)

Return all the above to:

T.U.D.

PO Box 58

Townsend TN 37882

Or

Email to customerservice@tudtn.com

Or

Fax to 865-448-2266

Tuckaleechee Utility District Water Availability Contract

It is the policy of the UTILITY to require that the applicant seeking service be the responsible party residing at the service address. Anyone seeking service who is acting on the applicant's behalf may be required by the UTILITY to provide the applicant's written verification as well as applicant's identification papers, as required below.

Whenever an application is made for service and the UTILITY has knowledge of a dispute as to the ownership of the right of occupancy at the service address, and one or more of the claimants attempts to prevent such service being furnished, the UTILITY reserves the right to adopt either one of the following two courses:

- a) Treat the applicant in actual possession of the premises at the service address as being entitled to such service, notwithstanding the rights or claims of other persons;
- b) Withhold service pending a judicial or other settlement of the rights of the various claimants.

THIS AGREEMENT, entered into by and between Tuckaleechee Utility District of Blount County, Tennessee, 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 "CUSTOMER":

Full Legal Name(s): _____

Street/911 Address (for service): _____

Billing Address (if different): _____

❖ **TWO Contact phone numbers and driver's license numbers must be provided to obtain water service.**

Phone No. of Service Address: _____

Phone No. of Billing Address (if different): _____

Work/Day/Cell Phone No.: _____

Emergency Phone No. of Relative NOT at Service Address: _____

Driver's License No. _____

Date of Birth: _____

Email: _____

Applicant is: Owner Renter Other

Service Type: Single Family Multi-family Commercial Other Tax Exempt

All meters are read between 1st and the 15th of each month. Bills will be mailed to customers by the first day of the following 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 19th of each month will be subject to discontinuation (cutoff) and a fee of \$50 will be charged for reconnection if re-connection is established during normal business hours. After hours re-connection fee is \$100. There is a \$50 service charge for all new service, unless you are a landlord connecting service at one of your rental property (ies) & the fee is \$25.

Signature _____

Date _____

Print Name _____

Account # _____

Tuckaleechee Utility District Water Availability Contract

In consideration of payment by the CUSTOMER of certain fees detailed in the SCHEDULE OF RATES AND CHARGES, the UTILITY agrees to furnish service to the service address listed herein, and the CUSTOMER agrees to purchase services from the UTILITY, subject to the terms and conditions herein set forth.

1 ... The obligations of this contract shall be binding upon the executors, administrators and estate of the original parties, provided that no application, service agreement or service contract may be assigned or transferred without the written consent of the UTILITY.

2 ... It is agreed that if CUSTOMER sells, subdivides or leases the property herein described, CUSTOMER will notify the UTILITY in order that it may execute a new contract with the successor CUSTOMER.

3 ... It is understood and agreed that every condition of this contract is of the essence of the contract, and if breached, the UTILITY may cut off one or all of its services to the service address 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.

4 ... Services provided by the UTILITY shall be supplied only to the applicant at the address named in this contract. CUSTOMER **shall not connect any other dwelling or property to his service.**

5 ... The meter and related appurtenances serving the CUSTOMER'S service address shall remain the property of the UTILITY.

6 ... 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 reasonable time. The UTILITY assumes no liability operation or maintenance of the CUSTOMER'S plumbing.

7... The CUSTOMER agrees to keep the property at the service address accessible and free from impediments included but not limited to : not to be fenced-in, clear of trees, bushes, shrubs, structures, vehicle and equipment to UTILITY access, maintenance and meter reading. Upon notification from the UTILITY, the CUSTOMER agrees to remove any impediments to UTILITY access. If such impediments are not removed within such reasonable time as requested by the UTILITY, service will be disconnected. Service shall be reinstated after any impediments are removed and all bills, reconnection fees and other such fees are paid by the CUSTOMER.

8... The UTILITY shall have the right to restrict, control or discontinue service at any time during emergencies or repairs. The UTILITY shall not be liable for failure to furnish service for any reason beyond its control or for any loss, injury or damage to persons, plumbing or property resulting from such service curtailment or discontinuance.

9 ... The UTILITY makes no guarantees, expressed or implied, as to service quality, quantity, pressure, consistency or continuity.

10 ... The UTILITY shall, at its discretion, specify how and what uses may be made of service provided to CUSTOMER. If the CUSTOMER fails to comply with the uses so specified, service shall be discontinued.

11 ... 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 the written permission of the UTILITY.

12 ... CUSTOMER agrees not to allow any cross-connection between UTILITY service and a private well or spring or any other connection, either inside or outside of any building, in such manner that a flow of water from such connection may potentially be introduced into UTILITY service lines.

13 ... All requests for disconnection of service must be made in writing or. The utility will not accept telephone requests for discontinuance, as proper identification must be presented upon request. The UTILITY will make every effort to respond within a reasonable time.

14 ... If the applicant fails to connect to the system when service is available and a meter is set, the CUSTOMER will pay the minimum bill.

15 ... The CUSTOMER shall be responsible for installing and maintaining a pressure regulator device and cutoff valve on their line.

16 ... 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 shall charge a reconnection fee and penalty charge according to its Rates and Fees Schedule.

17 ... The CUSTOMER agrees that in the event any utility property is damaged, destroyed or tampered with by the fault of the CUSTOMER, it shall be repaired or replaced at the CUSTOMER'S expense and shall be subject to the fees and charges set forth in the utility's "Theft & Tampering policy" .

18 ... The UTILITY shall have the right to estimate or prorate any bill when conditions beyond the control of the UTILITY prevent the normal billing procedure.

19 ... If the CUSTOMER after signing this CONTRACT does not take the service for any reason, the CUSTOMER shall reimburse the UTILITY for any expenses incurred.

20 ... The receipt by the UTILITY of the application for service of the prospective CUSTOMER, regardless of whether or not accompanied by payment of fees, shall not obligate the UTILITY to render such service. If the service cannot be supplied in accordance with the UTILITY'S policies, rules, regulations and general practice or those of any state or federal agency with oversight regarding service, the liability of the UTILITY to the applicant for such service shall be limited to the return of any fees paid to the UTILITY by such applicant.

21 ... CUSTOMER agrees that this document is only an APPLICATION for service and shall not be effective as a CONTRACT until approved by an official of the UTILITY. If the service in the opinion of the UTILITY cannot be supplied, the liability of the UTILITY to the CUSTOMER shall be limited to the return of any fees, less any project development costs as incurred by the UTILITY.

22 ... As a condition of service, the property owner shall provide at no cost a suitable place for the installation of the meter and related equipment and give an easement to the UTILITY for said location. If for any reason a CUSTOMER wishes to have their meter relocated (any time after the initial installation) the CUSTOMER must pay all cost incurred for the relocation. If the UTILITY at any time determined that the CUSTOMER has altered the area where the meter was initially installed, and this area is no longer a suitable location as determined by the UTILITY the customer must pay all, cost incurred by the UTILITY to relocate the meter.

23 ... The utility bills for services monthly, and bills are mail in bulk at the US Post office. The utility cannot guarantee the delivery of it bills. Failure to receive a bill does not relieve the CUSTOMER of the responsibility of paying the bill. **All bills are due in full by the 15th of the month.**

24 ... If the UTILITY damages any underground facilities the CUSTOMER cannot locate, the CUSTOMER will be responsible for all repairs.

25...Meters are Property of the UTILITY DISTRICT and shall remain so. Should any necessary repairs be needed on said meters, it is the customers' responsibility to contact the UTILITY DISTRICT. Customer will be held LIABLE if customer tampers with the meter in any form or fashion, and this is to include but not limit any repairs, disconnecting, re-connecting or installation.

By my signature, I obligate myself to obey all rules and regulations of the utility and pay for all utility service at the service address in accordance with the prevailing rate schedule set by the Governing Board. In the event of non-payment or unauthorized partial payment, I agree that the utility may terminate service and that all unpaid bills are immediately payable by me, including all costs of collection and attorney's fees. It is further understood that the UTILITY has the right and shall continue to have the right to make, amend and enforce any policies, regulations or by-laws that may be necessary or proper regarding any UTILITY matter. The CUSTOMER agrees to abide by such policies, regulations or by-laws.

Signature: _____ Date: _____

Please return paperwork with a copy of account holders ID, lease or closing disclosure & all applicable fees to set up account. You may pay by phone with a credit/ debit card but credit card fees will apply.

Fax: 865-448-2266

Email: customerservice@tudtn.com

Mail: PO Box 58, Townsend, TN 37882

Drop Box: 7706 Chestnut Hill Rd, Townsend, TN

*****PLACE A MARKER WHERE YOU WOULD LIKE YOUR METER TO BE LOCATED AND TUD WILL GET IT AS CLOSE AS POSSIBLE**

TUCKALEECHEE UTILITY DISTRICT

BANK DRAFT AUTHORIZATION

TUD Account#: _____

_____ I (we)
hereby authorize Tuckaleechee Utility herein called COMPANY, to initiate debit entries and to initiate, if necessary, credit entries and adjustments for any debit entries in error to my (our)

() CHECKING or () SAVINGS --PLEASE CHECK ONE account indicated below and the depository named below, herein called DEPOSITORY, to debit and/or credit the same to such account. I (we) also acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

DEPOSITORY (BANK) NAME _____

ROUTING NUMBER _____ ACCT NUMBER _____

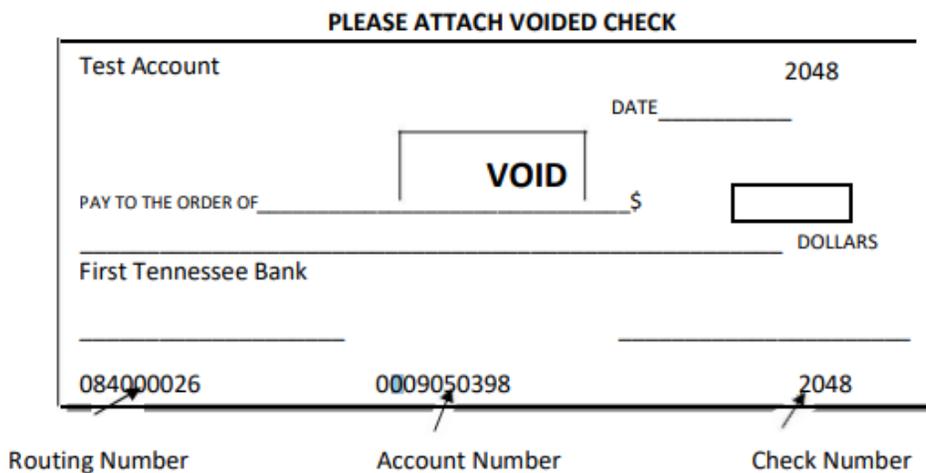
(SEE EXAMPLE BELOW)

This authorization is to remain in full force and effect until the COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

NAME(S) (PLEASE PRINT) _____

ID NUMBER _____ (PLEASE PRINT) (LAST 4 OF DRIVER LICENSE)

DATE _____ SIGNED _____



The debit will occur monthly in the amount that appears on your bill. The debit will post to your account 2 business days prior to the due date printed on your bill. Billing statements are mailed at least 15 calendar days prior to debiting your account.

**If the debit is recurring and the date of the debit falls on a non-banking day, the debit will be posted to your account on the next banking day and will be posted to your account prior to the authorized date.

**TO CANCEL YOUR BANK DRAFT: TUD MUST RECEIVE REQUEST IN WRITING PRIOR TO BILLING **

Tuckaleechee Utility District Meter Damage Policy

All meters used for billing purposes by the Tuckaleechee Utility District (TUD) shall be the property of the district; as shall the meter installations, meter boxes, and yokes. No customer shall perform any work on a water meter, install any pipe or other service to bypass any such meter, or in any way cause the District's meter to not fully register all water usage by the customer.

Meter and meter installations must be fully accessible to the District at all times. The customer will be responsible for any damage to the District's meters or meter installation equipment caused by the customer, his agents, employees, or persons living in or occupying the household, the dwelling unit or business unit. Furthermore, the customer is responsible for any damage caused to the District's meter due to theft or vandalism.

Such customer(s) shall be billed for the actual costs of repairs or replacement of any damaged or stolen District meter or installation equipment as listed above.

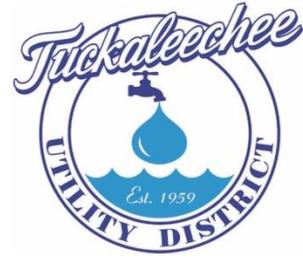
IMPORTANT BILLING INFORMATION

- Tuckaleechee Utility District processes billing in or around the 16th of each month
- All bills are due upon receipt but must be paid no later than the 15th of each month to avoid service interruptions or penalties. These due dates CANNOT be changed.
- Each due date will be on the same date unless that date falls on a weekend.
- If your due date falls on Saturday or Sunday, your bill will be due the previous Friday.
- If you enroll in Bank Draft, the amount due will be drafted from the designated account 2 business days prior to the due date on your bill.
- Online bill pay is available at <https://tuckaleechee.utilitydistrict.com/sign-in>
- Automated pay by phone is available by calling 1-877-668-0419
- A drop box is available at the front of our Customer Service Center for after-hours payments.

THINGS YOU SHOULD KNOW

- To avoid interruption of service, your balance forward must be paid by the due date.
- All flowers, bushes, trees, landscaping, etc. that are in the way of installing or maintaining service are not the responsibility of the utility district.
- The customer must install a shutoff valve on the customer side of the water meter.
- All equipment inside of the meter box is the property of the utility district. Under NO circumstances customers should tamper with the meter in any form or fashion, and this is to include but not limit any repairs, disconnecting, reconnecting or installation.
- When applying for a new service that has never been tapped or metered, please allow at least 4 to 6 weeks for the installation.
- If you apply for new service and you have had a private well, water service will not be connected until a cross connection inspection has been completed.
- You should not mow over your water meter as it can damage the antennas that transmit your meter readings. Mowing or driving over the meter box can cause it to collapse and lead to costly repairs. The meter box is essential for wireless communication, and obstructions can interfere with the system, making it difficult for utility companies to read your meter. TUD will implement charges for damaged meters in the district.

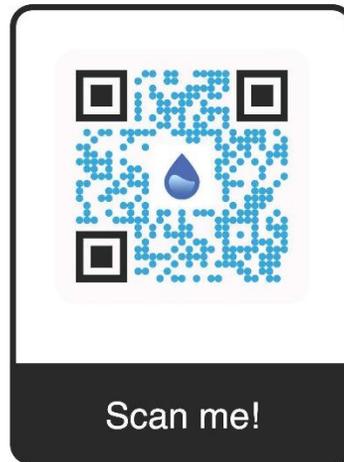
Worried about Water Leaks in your home,
or at your place of business?



Your Phone may be able to help you detect
those leaks faster. Thus saving you money
on your water bill!



EyeOnWater is the **FREE**
computer or smartphone
application that can track
your usage and even alert
you, if it detects a leak!



[Eye On Water App Setup](#)

1. Scan the QR code above.
2. Enter your service area zip code.
3. Enter your Tuckaleechee Utility District account-customer number.
EyeOnWater Utility Customer
4. Enter your email address.
5. Create and confirm password.
6. You will get a confirmation email from BEACON. You must verify your email address by clicking on the link in the email.

