



**CITY OF MAYNARDVILLE APPLICATION AND AGREEMENT FOR SERVICE**

P.O. Box 217 Maynardville, TN 37807

Phone: 865-992-3821

Email: [utilityoffice@maynardvilletn.com](mailto:utilityoffice@maynardvilletn.com) Office Initials: \_\_\_\_\_

Account Number: \_\_\_\_\_

**A non-refundable fee of \$75.00 is payable when service is requested to offset bookkeeping and field work incurred by the City of Maynardville as services are made available. The City cannot take any monies for a service that we can't provide that same day.**

Date you want service to begin \_\_\_\_\_

Name \_\_\_\_\_ Co-Applicant \_\_\_\_\_

Maiden Name \_\_\_\_\_ Email Address \_\_\_\_\_

Service Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Mailing Address \_\_\_\_\_

SSN# Applicant \_\_\_\_\_ SSN# Co-Applicant \_\_\_\_\_

DL# Applicant \_\_\_\_\_ DL# Co-Applicant \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_ Do you own or rent? Own \_\_\_\_\_ Rent \_\_\_\_\_

**\*\*\*Copy of your rental/lease agreement and/or proof of ownership (deed or title) is required\*\*\***

If renting/lease name and # of landlord \_\_\_\_\_

Are you currently or have you ever been a MUD customer? YES NO

If so, list past address information \_\_\_\_\_

\_\_\_\_\_

I hereby make application to the City of Maynardville for water and/or sewer service and agree to pay for such according to prevailing rates. I understand that all service is subject to the rules and regulations of the City of Maynardville, which may be amended from time to time and that these rules and regulations are part of the agreement. I represent that I, the applicant, nor spouse nor any other resident in the household owes the City of Maynardville a delinquent bill.

Any misrepresentation herein shall be grounds for discontinue of service. I further agree to pay all indebtedness for services rendered and in the event of a past due account, I shall pay reasonable expenses of collection legal, attorney fees and otherwise. I hereby acknowledge receipt of information sheet regarding rules and regulations and billing information.

Applicant Signature \_\_\_\_\_ Co-Applicant \_\_\_\_\_

**Discontinuing Service:** Maynardville Utility Department **will not** take phone requests to discontinue services. If you would like to have your service discontinued, you will have to make your request in person, with a photo I.D., or you may go online at our website [www.Maynardvilletn.com](http://www.Maynardvilletn.com) and choose forms and print the termination form off and email it back with your photo I.D. to [utilityoffice@maynardvilletn.com](mailto:utilityoffice@maynardvilletn.com). If your name is not listed on the account, you **cannot** turn service off at that address.

**Adjustment Policy:** If you are filling a swimming pool and pay water and sewer services an adjustment will be given. You will need to mail or email us a letter requesting an adjustment. The letter needs to include your address and the approximate number of gallons you used.

**New Customer Accounts:** All new customer accounts must pay a **NON-REFUNDABLE SERVICE FEE of \$75.00/\$200.00**, in addition to any water or sewer tap fees that may be required for the account. The Utility Department cannot guarantee same day service, but service orders will be completed within **48 hours** of the date of issue. However, customers may receive same day service if they choose to pay the additional fee of \$30.00. You must have a valid Driver's License for each person opening a new account.

**Disconnection of Service Policy:** Please note that if your water service has been disconnected for non-payment, you must pay the total balance of your bill, plus a reconnection fee of **\$50.00**, to have your service restored. Again, we cannot guarantee same day reconnection service and have **48 hours** of the date of total payment.

**Returned Check Policy:** The City of Maynardville and the Maynardville Utility Department offices will charge a **\$35.00** processing fee for all returned checks and/or credit card payments. Customers who have a returned check will not be able to write a check and/or make a credit card payment for 1 year after the date. If the customer has a returned check for a reconnection fee then an additional **\$50.00** reconnection fee will be charged in addition to the original reconnection fee.

**Notes:** 1) A pressure reducing valve shall be installed with each new water service assembly by the Maynardville Utility Department. The customer will be responsible for immediate operation and maintenance of the pressure reducing valve after initial installation.

2) For low pressure sewer service, a DH071 E – one grinder pump station shall be installed by the customer for all residential sewer loading. The customer shall be responsible for the installation and future operation and maintenance of the grinder pump station. The city shall control the E-one pump station as per its sewer use ordinance, and inspect all grinder pump installations.

**WATER SYSTEM**  
**CROSS-CONNECTION SURVEY**  
**RESIDENTIAL**

Occupant Name \_\_\_\_\_

Occupant Address \_\_\_\_\_

1. OWN                      RENT

2. METER SERVICES: HOMES - How many? \_\_\_\_\_ BUILDINGS \_\_\_\_\_

3. Do you have? Pool\_\_ Hot Tub\_\_ Jacuzzi\_\_ Sprinkler\_\_ Utility Sink\_\_\_\_\_

4. Do you have a bathtub that fills from the bottom? \_\_\_\_\_

5. Do you have a water softener or any extra water treatment system? \_\_\_\_\_

6. Do you have an auxiliary water supply on your premises? \_\_\_\_\_

7. Do you have any live stock or use a water trough for watering? \_\_\_\_\_

8. Is your home/building elevated above your water meter? \_\_\_\_\_

9. Do you have a creek, river or spring water running near you? \_\_\_\_\_

10. Do you have a booster pump, well pump, or any type of pump? \_\_\_\_\_

11. Do you receive irrigation water from a different source? \_\_\_\_\_

12. Do you have a backflow protection device on your property? \_\_\_\_\_

13. Do you have any situation that you are aware of that could create a cross connection?

\_\_\_\_\_

14. Do you have any other water-using equipment on your property not mentioned above?

\_\_\_\_\_

Phone # \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

# **STATE APPROVED CUSTOMER HANDOUT**

The City of Maynardville 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 back into the public water supply. This occurrence, known as backflow, can be prevented.

One simple way to stop back flow 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 our water supply. Another method of preventing back flow with a garden hose is using a device known as a vacuum breaker. Vacuum breakers are inexpensive devices that can be screwed onto your hose. These devices will prevent contaminants from being siphoned back into your plumbing and our 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 state certified testers. For more information on preventing cross connections and protecting our water supply contact the City of Maynardville at 865-992-3821.

**\* REMEMBER: NEVER SUBMERGE YOUR GARDEN HOSE IN ANYTHING YOU WOULD NOT DRINK! \*\***