

Maynardville Utility Department

Customer Account Policy

New Customer Accounts:

All new customers must pay any previous accounts in full before opening any new accounts with the Maynardville Utility Department.

All new customer accounts must pay a service connection fee of \$75.00, in addition to any water or sewer tap fees that may be required for the account. The Utility Department can not 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 required fee of \$30.00.

All new customer accounts must have the following documents in order to open the account:

- New customer account application
- New customer contact information sheet
- Driver's License or other valid photo I.D.
- Lease agreement (if applicable)

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. Checks will be accepted, however, if your check is returned your water will be disconnected immediately. You will then be charged a \$25.00 returned check fee in addition to another \$50.00 reconnection fee. Again, we can not guarantee same day reconnection of service unless the customer chooses to pay the additional required fee of \$30.00. We do guarantee that all service orders will be completed within **48 hours** of the issue date.

Returned Check Policy:

The City of Maynardville and the Maynardville Utility Department offices will charge a \$25.00 processing fee for all returned checks. Customers who have a check returned will be required to pay the total amount of the check plus the processing fee in cash. No checks will be accepted. We allow 10 days from the date we receive the check from the bank for customers to contact, make arrangements, and reimburse the funds to us. If the matter continues to go uncorrected past the 10 days, service will be disconnected. The account will then be charged for the return check and a reconnection fee.

Adjustment Policy:

Maynardville Utility Department will make adjustments to accounts based on the following circumstances:

- Leak occurring in customer's line, or residence, after receiving proof of repair. This type of adjustment will be given only once per calendar year.
- Filling a swimming pool. This type of adjustment will be given to customers with water and sewer services, as we only adjust sewer charges. This type of adjustment will be given only once per calendar year.
- Other adjustments must be approved by the City Manager and/or brought before the City Commissioners.

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 make your request in writing, enclosing a copy of your photo I.D. We will only discontinue services for the actual account holder. If your name is not listed on the account, you **can not** turn services off at that address.

X _____
(Customer Signature)

X _____
(Witness Signature)

X _____
(Date)