

Customer Information

Chuckey Utility District

215 Tusculum Bypass

Greeneville, TN 37745

Office Hours: Monday-Friday, 8:00AM- 4:30PM

Office Phone: 423-639-6362

Emergency Number: 423-636-6905

Commissioners: Kevin Shelton
Brett Knight
David Peake

Dual Connections

Only one (1) residence is allowed to hook up to a meter. Two (2) homes are not allowed on the same meter.

Cross-Connection

Any home having an additional source of water (e.g. a well) other than that supplied by Chuckey Utility District (District) cannot have both sources of water connected in any way.

Meter Reading

All water meters are read monthly. Customers may inquire as to their scheduled monthly reading date by calling our office.

Returned Check Policy

A thirty (30) dollar service charge is assessed on all returned checks. Cash or money order is required to pick up the returned check. Customers have three (3) working days after notification of a returned check to pick up the returned check or service will be terminated, except for returned checks to establish service or reconnect fees which no notification is required.

Back Flow Prevention

If the District recognizes a potential hazard regarding the back flow of water into the public water system, a reduced pressure back flow prevention (RPBP) assembly will be required. All schools, greenhouses, dairy farms, beauty shops, restaurants, auto shops, and sprinkler systems require a RPBP assembly.

Source of Water

Water is purchased from the Town of Greeneville, Town of Jonesborough, and Glen Hills Utility District and distributed by the District to its customers.

Effective July 1, 2022

Water Pressure

The District is required to maintain a minimum of 20 PSI at each meter. Customers requiring more pressure than provided by the District may choose to install a pump at their own expense. Some locations may require pressure reducers to be installed at the customer's expense.

Commissioners Meeting

The District's Commissioners meet the 2nd Wednesday of each month at 8:30 AM in the conference room of our business office.

Water Rates Currently Effective

Minimum Bill

Residential-

First 1,000 gallons	\$24.00 plus tax
Additional gallons per 1,000	\$6.95 plus tax

Commercial-

First 1,000 gallons	\$70.00 plus tax
Additional gallons per 1,000	\$6.95 plus tax

All active accounts with a water meter installed will be billed a minimum monthly water bill even if there is no water usage.

Methods of Payment

Payment by check, cash, or money order must be received at the office, by mail, in the night deposit, or at Heritage Community Bank. Payments may be made online by going to chuckeyutilitydistrict.com. Payments can also be made by phone by calling 866-917-7368. Bank drafts are also available upon completion of application at our office. **Debit and credit cards are accepted in the office. We do not accept American Express.**

Late Payments

Late fees are posted the day following the due date at 8:00 AM on all payments that have not been received by the office. If the due date

falls on a day the office is closed, payments received by close of business (4:30 PM) the next working day are considered on-time. Late fees are calculated at the rate of 10% of the current month's bill.

ALL BILLS ARE DUE ON THE 20TH OF EACH MONTH..

Discontinuation of Water Service

All accounts not paid within five (5) days after the due date are subject to discontinuation of service. A \$40 re-connection fee, if before 4:00 PM, must be paid before service is restored. If after 4:00 PM, a \$55 re-connection fee is required prior to re-connection. Customers may come into the office to set up payment arrangements prior to the due date to prevent discontinuation of service. If the agreed upon payment arrangement is not followed, service will be discontinued with no further notice and all above referenced re-connection fees apply. All customer requests for disconnections of service should be made in person. The District will accept telephone and/or email requests for discontinuance if caller can give adequate identification. **If services are disconnected due to non-payment, payment CANNOT be made online.**

High Bills

If large bills are caused by leaks on the customer's side of the meter, the meter may be turned off by field personnel to prevent further charges. Bills may be adjusted one time per year for such leaks. Please contact the office for details regarding leak adjustments. All pressure regulators, valves, service lines, 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 District.

New Service

Residential property owners make the decision as to who receives the monthly bill. All customers are assessed a \$100 service fee to

obtain water service. All accounts other than $\frac{3}{4}$ single residential will be charged a deposit of two and a half ($2\frac{1}{2}$) times the average bill.

Water Tap

A fee of \$1800 is assessed for each new water tap. Any inquiries regarding tap fees, costs, or placement of tap should be discussed at the District's office at the time the tap is purchased.

Cutoffs

Cutoffs at the tap are maintained for the District's use only and customers should install their own cutoff valve on their side of the meter. Any customer damage to the District's property (utility line, water tap, locks) will be billed to the customer, including a \$200 tampering fee.

Access

The customer agrees to keep the property at the service address accessible and free of impediments to the District address, maintenance, and meter reading. Upon notification from the District, the customer agrees to remove any impediments to District access. If such impediments are not removed within such reasonable time as requested by the District, service will be disconnected. Service shall be reinstated after any impediments are removed and all bills, reconnection fees, and any other such fees are paid by the customer.