

## North Utility District of Rhea County

Office: 23928 Rhea County Highway

Mail to: P O Box 1089, Spring City TN 37381

Telephone 423-365-2680 Fax 423-365-2681

EMAIL: NJCECIL.NUDRC1@ATT.NET

## Information / Items Required for Service

- Form of Identification: *at least one*  
\_\_\_\_ A valid Government photo ID,  
\_\_\_\_ State Issued Driver License,  
\_\_\_\_ State Issued Photo ID,  
\_\_\_\_ U. S. Passport
  
  - Renter/Lessee:  
\_\_\_\_ Current valid official Rental / Lease Agreement filled out complete.  
\_\_\_\_ Correct 911 Address on Agreement,  
\_\_\_\_ Signed Agreement  
\_\_\_\_ Realtor agreement with owner to sale
  
  - Tap Fee, Service Charge, or any other Fees to have Service turned on.  
**Check or Money Orders** – *We do not accept Cash or Credit Cards*
  
  - Water Contract / Application Packet
  
  - All Contract/Applications are available at the utility office free of charge. If you plan on signing up for service, please arrive by 3:15 pm to make sure that you have time to complete paper work before closing at 4:00 pm.
- Any questions, Please call the office during regular business hours: 9:00 am to 4:00 pm.

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### INFORMATION FOR WATER TAPS

1. NUDRC reserves the right to install the tap where it benefits NUDRC. The customer will be given the opportunity to choose where the tap goes.
2. All **Commercial or Businesses** shall install a Backflow Preventer that which meets the requirements of NUDRC General Managers Specifications.  
The list includes, but not limited to the following:
  - a. Any Business,
  - b. Hair Cutting Places
  - c. Gas Stations
  - d. Churches
  - e. Marinas
  - f. Schools
3. The tap must be marked with a wooden stake. The wooden stake must have the word, "Water" printed on the stake. The wooden stake must be placed approximately five (5) to ten (10) feet off the edge of the road and behind the county or state right of way.
  - i. Once the Customer has placed the stake, you must call the General Manager at 1-931-484-7931 or the office 1-423-365-2680 during normal business hours, 9:00 am to 4:00 pm, to notify NUDRC that the stake is has been placed on the property.
  - ii. NUDRC will not begin the process of installing the tap/meter until the stake has been placed and the Customer has notified NUDRC.
4. All flowers, bushes, trees, landscaping, etc... that are in the way of installing or maintaining service are not the responsibility of NUDRC and therefore NUDRC will not pay for damages.
5. NUDRC will install the tap, meter, and box. Only NUDRC equipment shall be installed inside the box. All equipment that belongs to the customer shall be installed outside of NUDRC's box. Customer's equipment may include, but not be limited to the following:
  - I. Pressure Reducers
  - II. Shut-off Valves
  - III. Backflow Devices
  - IV. Other equipment that does not belong to NUDRC
6. If NUDRC's box is removed by anyone other than NUDRC, the box is to be placed back over the meter, with the meter centered in the box.
7. If additional equipment is required by NUDRC and to be installed by the customer, it must be installed and comply with the Bylaws, Rules and Regulations, and policies of NUDRC, State Regulations, local plumbing codes and any other codes required.
8. The meter will be installed within 30 days of receipt of the application.

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# Water Contract

**All applicants requesting the installation of a new tap or the activation of an existing tap, not previously activated, shall be required to pay NUDRC's monthly minimum water bill plus usage for a minimum of 2 years and applicable State of Tennessee sales tax. Failure to pay said monthly minimum bill plus usage shall result in the tap being locked to the property and water no longer available to said property until all past charges and fees are paid at the current rate charge by NUDRC.**

In consideration of payment by the CUSTOMER of certain fees detailed in the schedule of rates and charges, NUDRC agrees to furnish service to the service address listed herein, and the CUSTOMER agrees to purchase services from NUDRC, 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 NUDRC.

2 ... It is agreed that if CUSTOMER sells, subdivides or leases the property herein described, CUSTOMER will notify NUDRC 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, NUDRC may cut off one or all of its services to the service address and may not be reconnected except by order of NUDRC, after the payment of all rates and charges have been made by the CUSTOMER.

4 ... Services provided by NUDRC 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 NUDRC.

6 ... NUDRC 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. NUDRC 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 NUDRC access, maintenance and meter reading. Upon notification from NUDRC, the CUSTOMER agrees to remove any impediments to NUDRC access. If such impediments are not removed within such reasonable time as requested by NUDRC, 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... NUDRC shall have the right to restrict, control or discontinue service at any time during emergencies or repairs. NUDRC 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 ... NUDRC makes no guarantees, expressed or implied, as to service quality, quantity, pressure, consistency or continuity.

10 ... NUDRC 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 NUDRC.

12 ... CUSTOMER agrees not to allow any cross-connection between NUDRC 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 NUDRC service lines.

13 ... All requests for disconnection of service should be made either in writing or in person if possible. NUDRC will accept telephone requests for discontinuance if caller can give adequate identification. NUDRC 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 tap is made, the CUSTOMER will pay the minimum bill *for a minimum of 2 years (24 months)*.

15 ... NUDRC recommends that you install a pressure regulator valve after the meter to protect yourself from expensive water losses and the water pressure in most areas will exceed 100 psi which can damage appliances. Have your installer check the pressure at the meter. Since our meters are not designed to be turned on and off frequently, we require that you install a cut off valve at the meter or in the house in case you need to cut off your

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service to make repairs. If you will be away from this house for periods of time, we recommend you turn the water off at the meter. (A wrench to turn off the meter can be purchased at Home/Hardware Stores).

16 ... If NUDRC discontinues service for non-payment or any other reason and the service is turned on without authority of NUDRC, NUDRC shall charge a reconnection fee and penalty charge according to its Rates and Fees Schedule.

17 ... The CUSTOMER agrees that in the event any NUDRC 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 NUDRC's Schedule of Rates

18 ... NUDRC shall have the right to estimate or prorate any bill when conditions beyond the control of NUDRC 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 NUDRC for any expenses incurred.

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

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 NUDRC 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 NUDRC 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 NUDRC the customer must pay all, cost incurred by NUDRC to relocate the meter.

23 ... NUDRC bills for services monthly, meters are read around the 20<sup>th</sup> of each month, and bills are mailed in bulk at the US Post office. NUDRC cannot guarantee the delivery of it bills. Failure to receive a bill does not relieve the CUSTOMER of the responsibility of paying of the bill. If you have not received a bill from NUDRC by the 10<sup>th</sup> of the month it is your responsibility to contact NUDRC. Payments are due by the 15<sup>th</sup> of each month after which a 10% late charge is assessed. If payment has not been made by the 25<sup>th</sup> of each month, NUDRC service will be disconnected without further notice. All overdue charges and a reconnect service fee must be paid in full before service is restored.

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

25 ... NUDRC installs a coppersetter with a double check valve at the meter; this may cause thermal expansion on your water lines. You may need to install a thermal expansion tank on your cold water line before your hot water heater to prevent this from happening.

By my signature, I obligate myself to obey all rules and regulations of NUDRC and pay for all NUDRC 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 NUDRC 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 NUDRC 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 NUDRC matter. The CUSTOMER agrees to abide by such policies, regulations or by-laws.

Property Address: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Water Contract/Application

Application (Part I)

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

THIS AGREEMENT, entered into by and between North Utility District of Rhea County, a UTILITY established and existing under the laws of the State of Tennessee, hereinafter referred to as "NUDRC", and the applicant, hereinafter referred to as "CUSTOMER".

Water service is hereby requested from the North Utility District of Rhea County at the following location: (Please Print)

Property Address: \_\_\_\_\_ Spring City TN 37381

Full Legal Name(s): \_\_\_\_\_

Billing Address: (if different) \_\_\_\_\_

City : \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number(s) \_\_\_\_\_

Property Owner Name(s): (if different) \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

APPLICANTSIGNATURE(S) \_\_\_\_\_

DATE \_\_\_\_\_

CHECK/MONEY ORDER # \_\_\_\_\_

DATE \_\_\_\_\_

RECEIVED PAYMENT FROM THE ABOVE APPLICANT \_\_\_\_\_

Office Address: NUDRC 23928 Rhea County Highway Spring City TN 37381

Office Hours: 9:00 am to 4:00 pm EST Monday – Friday, Closed Holidays

OR Mail to: NUDRC P O Box 1089 Spring City TN 37381

www.nudrc.org

In accordance with Federal law and U.S. Department of Agriculture policy this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW., and Washington, D.C. 20250-9410 or call (800) 795-3272 (voice), or (202) 720-6382 (TDD) or email at program.intake@usda.gov.

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Water Contract/Application

Application (Part II)

PERSONAL INFORMATION: (Please Print)

Full Legal Name Applicant(s): 1. \_\_\_\_\_
2. \_\_\_\_\_

Property (Water Service) Address: \_\_\_\_\_
Spring City TN 37381

Billing Address (if different): \_\_\_\_\_
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

1. Driver's License Number: \_\_\_\_\_ State: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

2. Driver's License Number: \_\_\_\_\_ State: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

COPY OF DRIVER'S LICENSE(S) MUST BE ATTACHED TO APPLICATION

1. Employer's Name: \_\_\_\_\_
Employer's Address: \_\_\_\_\_
Employer's Telephone Number: \_\_\_\_\_

2. Employer's Name: \_\_\_\_\_
Employer's Address: \_\_\_\_\_
Employer's Telephone Number: \_\_\_\_\_

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## Cross-Connection Information Report

Name: \_\_\_\_\_

Address of Service: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Type of Facility: (circle one)**

Residential

Commercial

Industrial

Church

School

Medical Facility

Farm

Other (explain): \_\_\_\_\_

**Please circle all of the following items that are or will be located on the premises:**

Well

Swimming Pool

Baptismal Pool

Chemical Tanks

Boiler

Automatic Watering Trough

Booster Pumps

Fire Sprinkler

System Irrigation System

Other (explain): \_\_\_\_\_

If you have circled one or more of the items above, you will need to speak with the general manager before your tap can be made.

The cross-connections listed above, but not limited to, pose a danger to the public health and they shall be isolated from the public water supply. North Utility District of Rhea County (NUDRC) and the Tennessee Department of Environment and Conservation (TDEC) regulations mandate that NUDRC require backflow prevention devices where these situations exist.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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WELL USERS – CROSS CONNECTION CONTROL AGREEMENT

**PLEASE READ THIS FORM, FILL IT OUT COMPLETE , SIGN AND RETURN TO NUDRC**

In accordance with North Utility District of Rhea County (NUDRC) cross connection control program, a private well or auxiliary water source may not be connected in any manner to the public water supply unless proper protection against cross connection is provided. Only Reduced Pressure Backflow Preventers may be used for protection. These devices must have prior approval by NUDRC. Customers not in compliance with this rule will have their water service discontinued.

**Check appropriate box**

\_\_\_\_\_ *This serves as notification that a well is located on the property at the following address:*

\_\_\_\_\_ *This serves as notification that a well is not located on the property at the following address:*

\_\_\_\_\_ *This serves as notification that "Do Not Know" if a well is located on the property at the following address:*

**ADDRESS OF SERVICE LOCATION OF WELL:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I (we) understand and agree that this system is, and shall remain totally segregated from the public water supply, and no unapproved or unauthorized cross connections, auxiliary intakes, bypasses, or interconnections exist or shall be made. No such cross connections, auxiliary intakes, bypasses, or interconnections, will be permitted without the written approval of the North Utility District of Rhea County.

I (we) further understand and agree that should an auxiliary water supply be connected to the public water system at the above address, maximum cross connection control equipment in the form of a reduced pressure back flow prevention device shall be installed to protect the public water supply.

NAME: \_\_\_\_\_  
(PLEASE PRINT)

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



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## **Thermal Expansion Statement**

When water is heated it expands, the check valve at the meter has closed your water system, and in some cases this may contribute to a condition known as thermal expansion.

North Utility District of Rhea County installs a coppersetter with a double check valve. This has been done to prevent the backflow of water from the customer's home into the utility's water supply. Under certain conditions the backflow of your home's water could possibly contaminate the utility's water supply.

When water expands it causes water pressure in your lines to increase. All household plumbing has a certain amount of thermal expansion, but in some cases some household plumbing may have excess thermal expansion. You may have this condition if your faucets, commodes, or water heater pop off valve drips intermittently. Excessive thermal expansion can easily be cured by installing a thermal expansion tank on your cold water line before the hot water heater; your local plumber will be able to advise you on what needs to be done.

North Utility District of Rhea County is responsible for clean and safe drinking water to all of its customers.

*"To file a complaint of discrimination, write USDA, Director, office of Civil Rights, 1400 Independence Avenue, S. W., Washington, D. C. 20250-9410, or call (800) 795-3272 (voice), or (202) 720-6382 (TDD)."*

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Authorization Agreement for Direct Payments (ACH Debits)

I, \_\_\_\_\_ (print name), hereby authorize North Utility District of Rhea County and the financial institution named below to initiate debit entries to my checking/savings account, and if necessary initiate adjustments for any transaction credited/debited in error. This authority will remain in effect until I notify North Utility District of Rhea County in writing to cancel it in such time as to afford the financial institution a reasonable opportunity to act on it. I can stop payment of any entry by notifying my financial institution 3 business days before my account is charged. I can have the amount of an erroneous charge immediately credited to my account up to 15 days following issuance of my financial institution statement or 60 days after posting, whichever occurs first.

Financial Institution Name: \_\_\_\_\_

\_\_\_\_\_  
Address of Financial Institution (Street) (City) (State) (Zip)

\_\_\_\_\_  
Routing Number \_\_\_\_\_ Checking or \_\_\_\_\_ Savings Account Number

Start Date: \_\_\_\_\_ for recurring monthly payments. \*Should normal payment date occur on a weekend or holiday, the debit will occur on the next available business day.

Amount: \_\_\_\_\_ \*Amount of bill determined by current rates and monthly usage. Notification of debit amount will be issued no less than 10 days prior to the date of the debit.

Name (Please Print): \_\_\_\_\_

\_\_\_\_\_  
Address – Please Print (Street) (City) (State) (Zip)

\_\_\_\_\_  
Signature Date

Note: In the case of revoked authorization, all written authorizations must be revoked only by notifying the North Utility District of Rhea County in writing 15 days minimum before the next scheduled debit date.

Customer Utility Accounts: \_\_\_\_\_

\*\*\*Please attach copy of Voided Check to this form

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## Customer Checklist Sign-off

**1. Water Contract/Application** - I acknowledge the receipt of the North Utility District of Rhea County, TN (NUDRC) "Water Contract, Application Part I and Part II, if applicable Renter Application" and that I am responsible for completing it in full and returning it to North Utility District of Rhea County, TN

\_\_\_\_\_ Customer Initial #1

**2. Well User Agreement (Cross Connection)** - I acknowledge the receipt of the North Utility District of Rhea County, TN (NUDRC) "Well Users-Cross Connection Control Agreement" and that I am responsible for completing it in full and returning it to North Utility District of Rhea County, TN.

\_\_\_\_\_ Customer Initial #2

**3. Cross Connection Information Report** - I acknowledge the receipt of the North Utility District of Rhea County, TN (NUDRC) "Cross Connection Information Report" and that I am responsible for completing it in full and returning it to North Utility District of Rhea County, TN.

\_\_\_\_\_ Customer Initial #3

**4. Information for Water Taps** - I acknowledge the receipt of the North Utility District of Rhea County, TN (NUDRC) "Information for Water Taps."

\_\_\_\_\_ Customer Initial #4

**5. Thermal Expansion Statement** - I acknowledge the receipt of the North Utility District of Rhea County, TN (NUDRC) "Thermal Expansion Statement."

\_\_\_\_\_ Customer Initial #5

**6. Schedule of Rates and Charges** - I acknowledge the receipt of the North Utility District of Rhea County, TN (NUDRC) "Schedule of Rates and Charges."

\_\_\_\_\_ Customer Initial #6

**7. Authorization Agreement For Pre-Authorized Payments** - I acknowledge the option of the North Utility District of Rhea County, TN (NUDRC) for ACH payment.

\_\_\_\_\_ Customer Initial #7

Customer Signature(s): \_\_\_\_\_

Date \_\_\_\_\_

NUDRC Representative Signature: \_\_\_\_\_

Date \_\_\_\_\_

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**SCHEDULE OF RATES**  
**Effective MAY 20, 2016**

**CONNECTION FEE**

Owner Transfer Fee.....\$ 50.00  
Renter (Nonrefundable) Connection Fee.....\$100.00

**WATER RATES PER METER TAP**

\$29.00 Minimum Bill First 2,000 Gallons per Month  
\$ 9.50 per Thousand Gallons over Minimum

**WATER TAP FEE RATES**

3/4" \$1,800.00

2" \$5,900.00

All other sizes will be a case by case basis and priced if available.

Capacity fee for Developments...\$750.00 per platted lot

**SERVICE CHARGES**

Non-refundable reconnection fee \$100.00  
After hours Non-refundable reconnection fee \$125.00  
Damaged Lock \$80.00  
Damaged Shutoff Valve \$185.00  
Damaged Meter \$250.00

Tampering Fee 1 – Removing Lock or breaking shut-off valve \$250.00  
Tampering Fee 2 – Jumper in place of meter and unauthorized connections \$500.00  
Tampering Fee 3 – Bypass around Meter \$1,000.00  
Tampering Fee 4 – Unauthorized Taps \$5,000.00

Meter Accuracy Testing (3/4") \$175.00  
Meter Accuracy Testing (1") \$250.00  
Meter Accuracy Testing (1.25" and Larger) \$750.00

Backflow Testing Fee – 1 (per year) \$60.00

Mutual Aide Water Rate .....\$4.75 per 1000 gallons

**YOU MAY PAY YOUR BILL AT THE FOLLOWING LOCATIONS**

**Mail:** P O Box 1089 Spring City, TN 37381

**Rhea County First Bank of Tennessee Spring City:**

**Drop Box at NUDRC Main Office:** 23928 Rhea County Highway Spring City, TN 37381

**By Automatic Bank Draft:** Form at Office – Must have voided check

**Office Hours:** 9:00 am – 4:00 pm EST Monday – Friday Except Holidays

*Bills are due by the 15<sup>th</sup> of each month after which a 10% late charge is assessed. If payment has not been made by the 25<sup>th</sup> of each month, NUDRC service will be disconnected without further notice. All overdue charges and fees must be paid in full before service is restored. It is your responsibility to contact the office if you have not received your bill by the 10<sup>th</sup> of each month.*

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