

Customer Contract

- 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 Blountville Utility District of Sullivan 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): _____

Driver License No.(s): _____

Phone No. of Service Address: (_____) _____ - _____ (_____) _____ - _____

Applicant is: Owner Renter Other: (specify) _____

Service Type: Residential Business

Is there any medical reason that service cannot be interrupted? (Yes) (No)

Written verification from a medical doctor is required before meter can be labeled as non-cut-off. The water bill is still required to be paid in full, but notification will be made prior to disconnect.

The meters will be read between the thirteenth (13th) and the eighteenth (18th) of each month. Bills will be mailed to customers the last working day of each month. The due date is as followed: If your payment has not been received by 5:30 pm on the 25th of the month, the utility will automatically add a past-due fee of \$50.00 to your account and the services will be subject to disconnect for non-payment on the 26th should payment not be received by this date and time.

Blountville Utility District is NOT RESPONSIBLE for any damage to Personal, or Private property that results from or due to having the water meter turned on.



Tennessee Association of Utility Districts
Utility Policy Manual

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, vehicles 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 should be made either in writing or in person if possible. The utility will accept telephone requests for discontinuance if caller can give adequate identification. 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 tap is made, the Customer will pay the minimum bill, not to be less than one (1) year.
- 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 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 costs incurred by the Utility to relocate the meter.
- 23 ... The Utility bills for services monthly, and bills are mailed in bulk at the US Post office. The Utility cannot guarantee the delivery of its bills. Failure to receive a bill does not relieve the Customer of the responsibly of paying of the bill.
- 24 ... If the Utility damages any underground facilities the Customer cannot locate, the Customer will be responsible for all repairs.

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: _____



***Blountville Utility District
P. O. Box 469
Blountville, TN 37617***

WELL USER AGREEMENT

In accordance with System Name's 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 or approved air gaps may be used for protection. These devices must have prior approval by the System Name. 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:*

Please type or print

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 will be permitted without the written approval of the Pleasant View Utility District

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 an approved air gap or reduced pressure backflow prevention device shall be installed to protect the public water supply.

Date: _____

Name: _____

Signature: _____



BLOUNTVILLE UTILITY DISTRICT

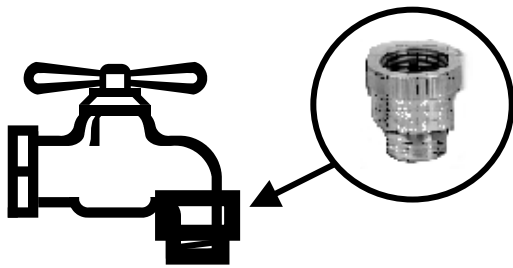
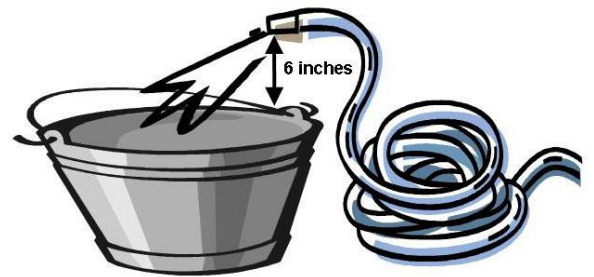
Customer Rates, Fees, and Charges

Water Rates:	\$20.92 +tax..... Availability Fee “minimum bill” \$7.14 +tax..... Each 1,000 gallons after minimum
ServLine:	\$1.25 per Month..... Water Loss Protection (auto enrolled) \$4.00 per Month Water Line Protection (sign-up by calling ServLine)
Tap Fees:	\$1,500.00..... $\frac{3}{4}$ ” Tap \$2,000.00..... 1” Tap \$5,000.00..... 2” Tap Commercial or Industrial 4” & Larger are quoted as cost plus jobs.
Service Fees:	\$50.00..... New Service if you <u>own</u> the property \$100.00..... New Service if you <u>rent</u> the property \$50.00..... Seasonal \$30.00..... Temporary Service (30 days) \$25.00..... Trip Charge \$25.00..... Meter Tremble Report \$50.00..... $\frac{3}{4}$ Residential Meter Testing \$350.00..... 1” & Larger Commercial and Industrial Meter Testing
Payment Fees:	\$50.00..... Past Due Fee \$30.00..... Returned check Fee
Theft of Service, and Tampering Violation Fees:	\$100.00..... Tampering Violation \$250.00..... Meter replacement \$25.00..... Meter Lock \$50.00..... Setter Valve \$250.00..... Unauthorized Use of Service (per occurrence) \$1,000.00..... Illegal System Connection (per connection)
Fire Hydrants:	Quoted as cost plus jobs.
Public Records:	Refer to “Public Records Request Policy”.

Blountville Utility District 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 pulled back into the public water supply. This occurrence, known as backflow, can be prevented.

One simple way to stop backflow 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 the water supply.



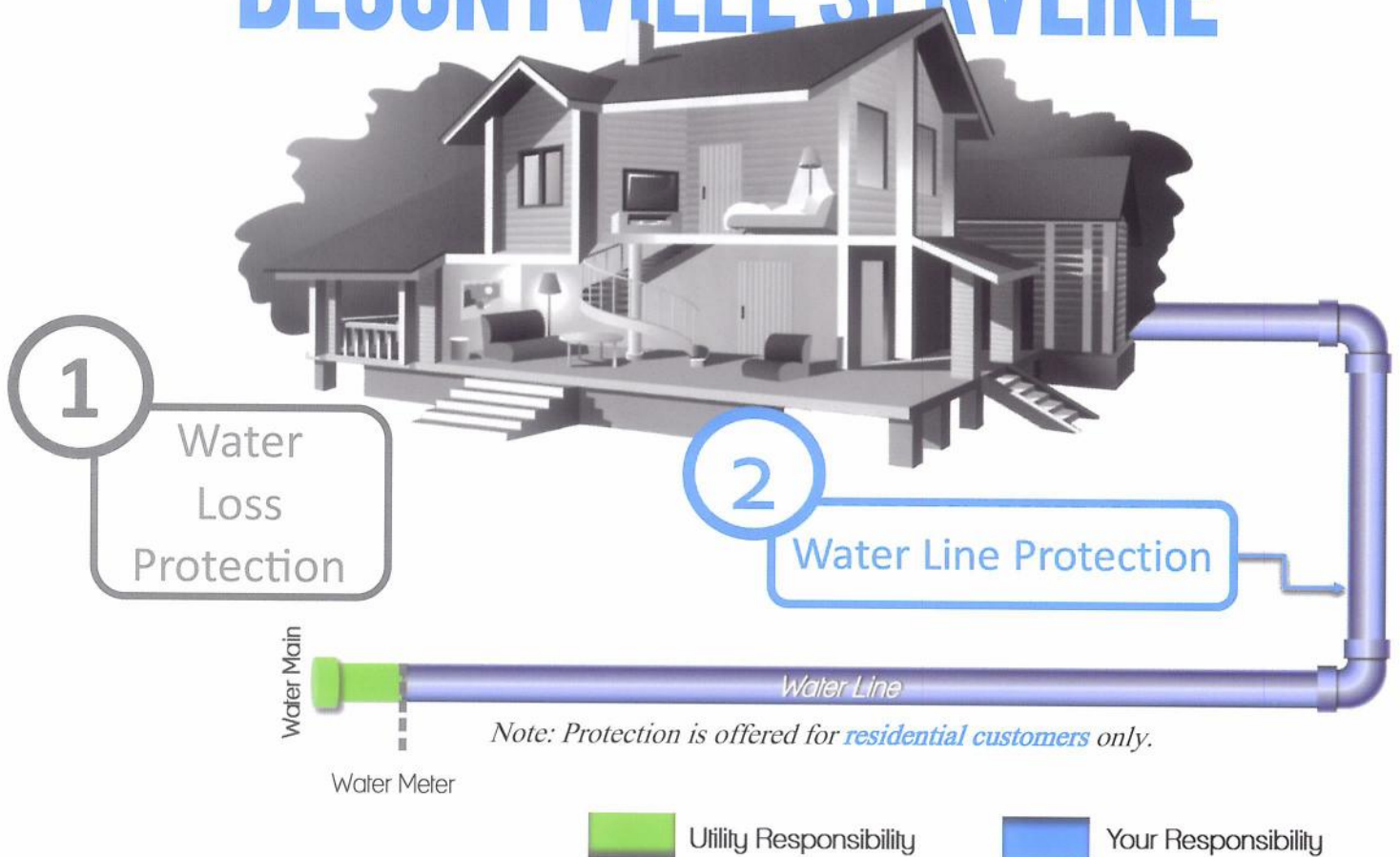
Another method of preventing backflow with a garden hose is using a device known as a vacuum breaker. Vacuum breakers are inexpensive devices that can be screwed onto your outside faucet. These devices will prevent contaminants from being siphoned back into your plumbing and the public water system.

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 certified testers.

For more information on preventing cross connections and protecting our water supply, contact Blountville Utility District at (423) 323-2189.

REMEMBER: Never submerge your garden hose in anything you would not want to drink

BLOUNTVILLE SERVLINE



1 Water Loss Protection

**AUTOMATICALLY ENROLLED
\$1.25/MONTH**

- ◆ Water Loss Protection from excess water charges resulting from eligible plumbing leaks, up to \$1,000. No deductible.
- ◆ Call us to decline protection and accept full responsibility for water bills resulting from eligible plumbing leaks .
- ◆ Please refer to our leak adjustment policy for guidelines and qualifications for leak adjustments
- ◆ All qualifying residential leaks occurring after **July 1st 2016** will only be adjusted through our ServLine Program.

2 Water Line Protection

**SIGN-UP BY CALLING
\$4.00/MONTH**

- ◆ Covers repair or replacement of water line up to \$10,000. No deductible. No annual limit.
- ◆ Includes public paved surfaces and \$500 for basic site restoration and \$500 for private paved surfaces like sidewalks or driveways.
- ◆ Provides Water Line Protection from your meter to the foundation of your home.
- ◆ Does Not Provide Protection For: Water Meter, Water Pit, Water Vault, Pumps, Valves, Or Backflow Meters .
- ◆ Contact Us To Request A Full Copy Of Program Protections And Exclusions
- ◆ Be protected from these expensive repairs! Enrollment after **July 1st 2016** requires a 30 day waiting period.



**CALL US:
(423) 212-4222**

Blountville
Utility
District

LEAKS

HIT

YOUR WALLET

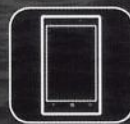
LIKE A

Flood



Blountville Utility District is expanding our water loss coverage through our new ServLine Program and providing our residential customers the opportunity to add line repair and replacement coverage.

For more information on Water Loss Protection and to add Line Protection



CALL US:

(423) 212-4222

Water Loss Protection

As a residential customer, you are automatically protected by our *Water Loss Program*. This is the only way residential leaks will be adjusted that occur after **7/1/16**

Line Protection

Enroll in the *Line Protection Programs* to avoid water line repair/replacement costs. There is a 30 day waiting period for those who enroll after **7/1/16**

***Blountville ServLine Begins
JULY 1ST 2016***

DEBIT AUTHORIZATION

I (we) hereby authorize Blountville Utility District of Sullivan County, hereinafter called Company, to initiate debit entries to my (our) account indicated below and the financial institution named below, hereinafter called Financial Institution, to debit the same to such account for (Application). I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law and when applicable the *NACHA Operating Rules and Guidelines*.

Routing Number

Account Number

Name of Bank

***Please Attach Copy of Voided Check to This Form.**

Effective Next Billing Cycle

Date of Debit (s): **22nd of each month.**

If the debit falls on a non-banking day, the debit will hit your account on the next banking day and will not hit your account prior to the authorized date.

(**Note:** For varying amounts the company must send, based on the *NACHA Operating Rules*, written notification of the amount and the date on or after which the transfer will be debited at least ten calendar days in advance of the debit. If the date varies, the *Rules* state that the Originator must send the Receiver notification of new date at least seven calendar days in advance of the debit.)

This authority is to remain in full force and effect until Company has [*received written notification from me (or either of us) or describe your process for revocation of the authorization*] of its termination in such time and manner as to afford Company and Financial Institution a reasonable opportunity to act on it. **Any Changes must be made 30 days in advance.**

Address

City/State/Zip

(_____) _____
Phone Number

Print or Type Individual Name

Signature

Date

UTILITY' USE ONLY

Customer's Utility Account # _____

Date received: _____

By: _____