



WELCOME TO SOUTH BLOUNT COUNTY UTILITY DISTRICT

S.B.C.U.D. has been providing reliable water service to our customers since 1958. We started over 50 years ago with only 1,300 customers. Today our service has flourished into over 17,000 homes, businesses, and schools in Blount County, Friendsville, and Louisville, which is approximately 30% of the county's population. Our service area covers 150 square miles and incorporates 5 decentralized wastewater systems. On average, our customers use 3.7 million gallons of water each day.

The service of providing quality tap water is often taken for granted when we turn on a faucet in our homes, but we can tell you from experience it is no easy task to provide this quality service. We manage one of the greatest natural resources that is on this earth that is essential for life. Our earth is covered in 70% water and only 1.6% is fresh water. We have a phenomenal team of people at S.B.C.U.D., that we are proud to be a part of, that provides this quality service to Blount County. We operate on the principle of proactively planning today so we will be prepared tomorrow. As a customer, you are very important to us and a very important part of this business, and we thank you. If you have questions or problems or a specific need related to our service, please contact our office at any time.

Our service area is one of the fastest growing areas in East Tennessee as we have consistently added 400 new customers each year for the past five years. In the summer of 2004, we began operation of our new state-of-the-art Water Treatment Facility located on the southernmost end of State Route 129. Our new facility gave us the independence we needed to continue to provide our rapid growing service area with abundant, reliable water service for many years to come.

S.B.C.U.D. operates on the principle of proactively planning today so we will be prepared tomorrow. Our Senior Leadership and staff are committed to our customers' needs and we welcome the opportunity to answer any questions or concerns you may have, please feel free to contact our office at any time.



ITEMS REQUIRED FOR NEW SERVICE

A VALID GOVERNMENT PHOTO ID

- STATE ISSUED DRIVER LICENSE
- STATE ISSUED PHOTO ID
- U.S. PASSPORT

PROPERTY OWNER MUST PROVIDE PROOF OF OWNERSHIP

- DEED
- COPY OF CONTRACT OR SALES AGREEMENT
- SETTLEMENT STATEMENT
- CLOSING DISCLOSURE
- \$30 NON-REFUNDABLE SERVICE FEE

RENTER, LESSEE

- CURRENT RENTAL OR LEASE AGREEMENT
 - CORRECT 911 ADDRESS ON THE AGREEMENT
 - AGREEMENT MUST BE SIGNED BY OWNER OR PROPERTY MANAGER WITH COPY OF ID IF HAS NOT EVER BEEN IN THEIR NAME BEFORE
 - PROPERTY MANAGER NEEDS BUSINESS CARD OR AGREEMENT SHOWING THEY ARE OVER THE PROPERTY
- \$100 NON-REFUNDABLE SERVICE FEE

REALTORS

- BANK PAPERS
- REALTOR AGREEMENT WITH OWNER TO SALE

OTHER PAPERWORK REQUIRED TO ESTABLISH SERVICE

- WATER SERVICE CONTRACT - 2 PAGES
- CROSS CONNECTION REPORT
- WASTEWATER CONTRACT - WHEN APPLICABLE
- FIRE LINE CONTRACT - WHEN APPLICABLE

ALL CONTRACTS ARE AVAILABLE IN THE OFFICE FREE OF CHARGE. ANY APPLICATION RECEIVED AFTER 12:00 P.M. CANNOT BE GUARANTEED TO BE TURNED ON THE SAME DAY.

ANY INFORMATION THAT IS BELIEVED TO BE FALSE, MAY NOT BE ACCEPTED BY SOUTH BLOUNT COUNTY UTILITY DISTRICT. DEPENDING ON THE LOCATION OF SERVICE BEING REQUESTED, ADDITIONAL DOCUMENTS MAY BE REQUIRED BEFORE SERVICE CAN BE ESTABLISHED.



Any CUSTOMER applying for a new water tap must provide the UTILITY with a copy of a Septic System Permit or Septic System Inspection Letter from the Department of Environmental Health.

All Meter Taps including fire lines 4 inch and larger will be installed by the Developers licensed contractor and inspected by the District.

Please refer to the District's specifications (hyperlink for meter, vault & specs) for meter and material specifications.

ALL FEES AND RATES ARE NON-REFUNDABLE

Material specifications must be approved by the District prior to construction.

All construction inspections must be scheduled in advance.

SOUTH BLOUNT UTILITY WATER RATES

Base Rate \$19.17 + Tax

0 - 100,000 gallons = \$6.36 per thousand gallons

Over 100,000 gallons = \$5.36 per thousand gallons

METER TAP FEES

5/8 Inch - \$2,950.00

1 Inch - \$4,822.00

2 Inch - \$9,572.00

FIRE LINES

All fire lines will be required to have an approved meter and will be private fire lines.

Fire Line Tap Fee: \$7,100.00

Monthly Fee: \$19.17 or the current customer charge for one fire hydrant, \$8.00 per additional fire hydrant

SPRINKLER FEES

Buildings under 10,000 square feet will be charged the equivalent of the customer charge for the current fiscal year.

Buildings over 10,000 square feet will be charged \$30.00 per month.

CITY OF MARYVILLE SEWER TAP FEES

Already established subdivision - \$148.00

Not established subdivision - \$879.00

SOUTH BLOUNT UTILITY DISTRICT SEWER

Pump Package – Please contact the office for pricing.

Sewer Tap – Please contact the office for pricing.



SBCUD SERVICE CONTRACT

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

Whenever an application is made for service and the UTILITY has knowledge of a dispute as to the ownership of the right of occupancy at the service address, and one or more of the claimants attempts to prevent such service being furnished, the UTILITY reserves the right to adopt either one of the following two courses:

- 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 South Blount Utility District of Blount 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): _____

Account Information may be disclosed
to the following individual(s): _____

Street/911 Address (for service): _____

Lot No. (Required for setting a new tap): _____

(City) _____ (St) _____ (Zip) _____

Billing Address (if different): _____

(City) _____ (St) _____ (Zip) _____

Driver License No.(s): _____

Last 4 of Social or EIN: _____

Primary Phone No.: () _____

Primary Phone No.: () _____

Secondary Phone No.: () _____

Secondary Phone No.: () _____

E-mail: _____

Email: _____

Emergency Contact Name and # NOT at Service Add: _____ () _____

Applicant is: Owner Renter Other _____

Service Type: Single Family Multi-family Home-based business Other _____

(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.)

Date requested services to begin: _____



SBCUD SERVICE CONTRACT

ALL FEES AND RATES ARE NON-REFUNDABLE

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, vehicle 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.
- 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 ... The CUSTOMER shall be responsible for installing and maintaining a pressure regulator device and cutoff valve on their line.
- 15 ... 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 reconnection fee and penalty charge according to its Rates and Fees Schedule.
- 16 ... 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".
- 17 ... 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.
- 18 ... 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.
- 19 ... 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.
- 20 ... 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, cost incurred by the UTILITY to relocate the meter.
- 21 ... The utility bills for services monthly, and bills are mail in bulk at the US Post office. The utility 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.
- 22 ... 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: _____



OWNER SERVICE ROLLOVER AGREEMENT

By signing below, you agree to all terms of the original service agreement, and that the water service at the address listed below will go back into your name each time that a renter moves out and after the owner has contacted South Blount Utility by phone. The reconnect fee of \$30.00 will be added to your water bill. To have this rollover stopped, you must come into the office and a signature will be required. It is also your responsibility to contact South Blount Utility if any information needs to be changed.

OWNER MUST CALL THE OFFICE TO REQUEST CHANGE OF SERVICE FROM RENTER TO OWNER

Owner's Name (PRINT) _____

Owner's Signature _____

Service Address _____

Date _____

Customer Service Rep _____



SOUTH BLOUNT COUNTY UTILITY DISTRICT
320 Partnership Parkway

Account#:

Phone (865) 982-3560
Fax (865) 984-8330

Maryville, TN 37801

I (we) hereby authorize South Blount Utility herein called COMPANY, to initiate debit entries and to initiate, if necessary, credit entries and adjustments for any debit entries in error to my (our) () **CHECKING** or () **SAVINGS** --**PLEASE CHECK ONE** account indicated below and the depository named below, herein called DEPOSITORY, to debit and/or credit the same to such account. I (we) also acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

DEPOSITORY (BANK) NAME _____

ROUTING NUMBER _____ **ACCT NUMBER** _____

(SEE EXAMPLE BELOW)

This authorization is to remain in full force and effect until the COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

NAME(S) _____ **ID NUMBER** _____
(PLEASE PRINT) (LAST 4 OF SOCIAL OR DRIVER LICENSE)

DATE _____ **SIGNED** _____

PLEASE ATTACH VOIDED CHECK

Test Account	2048	
DATE _____		
PAY TO THE ORDER OF _____	VOID	\$ _____
First Tennessee Bank		DOLLARS _____
084000026	0009050398	2048

Routing Number

Account Number

Check Number

The debit will occur monthly in the amount that appears on your bill. The debit will post to your account 2 business days prior to the due date printed on your bill. Billing statements are mailed at least 10 calendar days prior to debiting your account.

**If the debit is recurring and the date of the debit falls on a non-banking day, the debit will be posted to your account on the next banking day and will be posted to your account prior to the authorized date. **

****TO CANCEL YOUR BANK DRAFT, PLEASE ALLOW 30 DAYS TO PROCESS THE REQUEST****



SOUTH BLOUNT COUNTY UTILITY DISTRICT CROSS CONNECTION REPORT

Name _____

Service Address _____

Daytime Phone Number _____

Type of Facility: Residential Commercial Industry Church School Other

New Construction: _____ Existing Home: _____

The following potential Cross-Connections exist:

Private Well Swimming Pool Baptismal Pool Chemical Tanks Boiler

Automatic Watering Trough Hose on Sink Sprinkler System Irrigation System

N/A-none exist

Other _____

These Cross-Connections represent a danger to the public health, and thus, they must be isolated from the public water supply. South Blount County Utility District and the Tennessee Department of Environment and Conservation regulations mandate that South Blount County Utility District require a backflow prevention device where these situations exist. Information on approved models and the installation of backflow prevention devices are available at our office or online at www.southblountutility.org. **All commercial properties will be required to install a backflow prevention device. If you have any possible contaminations, you will be required to install a backflow prevention device or an air gap at the site of the possible cross connection. Water service will not be turned on until an inspection of the property is made and all possible cross connections have been corrected.** By signing below, you acknowledge that you have read this form and have completed it truthfully to the best of your knowledge. Please feel free to call our Cross-Connection Department at 865-982-3560, should you have any other questions.

Date _____

Signature _____

Utility Employee Inspecting Property _____

Date of Inspection _____



South Blount County Utility District

Meter Damage Policy

All meters used for billing purposes by the South Blount County Utility District (SBCUD) shall be the property of the district; as shall the meter installations, meter boxes, and yokes. No customer shall perform any work on a water meter, install any pipe or other service to bypass any such meter, or in any way cause the District's meter to not fully register all water usage by the customer.

Meter and meter installations must be fully accessible to the District at all times. The customer will be responsible for any damage to the District's meters or meter installation equipment caused by the customer, his agents, employees, or persons living in or occupying the household, the dwelling unit or business unit. Furthermore, the customer is responsible for any damage caused to the District's meter due to theft or vandalism.

Such customer(s) shall be billed for the actual costs of repairs or replacement of any damaged or stolen District meter or installation equipment as listed above. The customer will accrue the following charges for damage or theft to the District's meter:

Service Call	\$50.00
Picked or Removed Lock	\$50.00
Damaged Lock	\$50.00+Service Call
Damaged Meter.....	\$50.00+Service Call
Damage Cut-off	\$50.00+Service Call
Damaged Radio Read Meter.....	\$200.00+Service Call

Anyone tampering with District property or stealing water services shall be grounds for an immediate discontinuance of service and the following fees shall be paid to the District before service is reinstated:

**First Offense \$200.00 fee
Second Offense \$500.00 fee
Third Offense \$1,000.00 fee**



THERMAL EXPANSION INFORMATION SHEET



A standard tank water heater can stress your plumbing pipes by the normal thermal expansion that happens during the heating process. A safety device known as a *water heater expansion tank* (sometimes called a *thermal expansion tank*) can help minimize the risk of pressure damage to the plumbing system. (This is normally not a problem on modern on-demand, tankless water heaters--only tank-style heaters are subject to this problem.)

The water heater expansion tank serves as an overflow receptacle by absorbing excess water volume created by the tank water heater when heating water, as well as absorbing fluctuations in the incoming water supply pressure. Since water expands when it is heated due to thermal expansion, the water heater creates extra water volume every time it heats water. It's estimated, for example, that the cold water in a standard 50-gallon water heater expands to 52 gallons when heated to 120°F. This extra water volume can create excess pressure in the plumbing system, and if the increased pressure is enough, it may over time, cause damage to the water heater, plumbing fixtures and the water pipes themselves. If you feel that you need a thermal expansion tank, you may need to contact a plumber.



IMPORTANT BILLING INFORMATION

- South Blount County Utility District has 6 billing cycles.
- These billing cycles are determined by location.
- Each cycle has a different due date. These due dates CANNOT be changed.
- We do not bill on weekends or holidays.
- Each due date will be on the same date unless that date falls on a weekend.
- If your due date falls on Saturday, your bill will be due the previous Friday.
If your due date falls on Sunday, your bill will be due the following Monday.
- If you enroll in Bank Draft, the amount due will be drafted from the designated account 2 business days prior to the due date on your bill.
- The billing cycles are as follows:
 - Cycle 1 - Due 20th of each month
 - Cycle 2 - Due 30th of each month
 - Cycle 3 - Due 5th of each month
 - Cycle 4 - Due 10th of each month
 - Cycle 5 & Cycle 6- Due 15th of each month
- Online bill pay is available at www.southblountutility.org
- Automated pay by phone is available by calling 1-865-346-3703
- A drop box is available at the front of our Customer Service Center for after-hours payments.

THINGS YOU SHOULD KNOW

- To avoid interruption of service, your balance forward must be paid by the due date.
- All flowers, bushes, trees, landscaping, etc. that are in the way of installing or maintaining service are not the responsibility of the utility district.
- The customer must install a shutoff valve on the customer side of the water meter.
- All equipment inside of the meter box is the property of the utility district.
- When applying for a new water tap, please allow at least 4 to 6 weeks for the water tap to be installed.
- If you apply for new service and you have had a private well, water service will not be connected until a cross-connection inspection has been completed.



SOUTH BLOUNT COUNTY UTILITY DISTRICT

P.O. BOX 4638, MARYVILLE, TN 37802 telephone (865) 982-3560 fax (865) 984-8330

WELL USER AGREEMENT

In accordance with South Blount County Utility District 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 South Blount County Utility District. 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 print or type)

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 South Blount County 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: _____