

Friendsville Utility

Customer Application

Applicant:		
Name:		
Service address:		
City:	State:	ZIP Code:
Date of Birth:	SSN:	Driver's License #
Email:		Cell Phone:
Property Rental:	Property Owner/Landlord Name:	
Contact Phone:	Email:	
Co-Applicant Information:		
Name:		
Date of Birth:	SSN:	Driver's License #
Email:		Cell Phone:
Billing Address:		
Street address:		
City:	State:	ZIP Code:

By my signature, I oblige myself to obey all rules and regulations of the Utility and pay for all Utility services at the service address per 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 I immediately pay all unpaid bills, including all collection costs 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 bylaws that may be necessary or proper regarding any Utility matter. The Customer agrees to abide by such policies, regulations, or bylaws.

Signature: _____ Date: _____

Signature: _____ Date: _____

City of Friendsville Utility

Debit Authorization

Direct Payment via ACH is the transfer of funds from an account to make a payment.

Check one: Decline Autopay Enroll in Autopay Change Information

I (we) authorize **Friendsville Utility** to debit my (our) account electronically and, if necessary, to electronically credit my (our) account to correct erroneous debits as follows:

Checking Account / Savings Account at the depository Financial Institution named below ("DEPOSITORY").

I agree that I (we) authorize ACH transactions to comply with all applicable law.

Depository name: _____

Routing number: _____ Account number: _____

Name(s) on the account: _____

How will subsequent Entries be allowed?

- Telephone (24-Hour Hour-Payment line)
- Internet
- Other:

Recurring Entries (entries that recur at substantially regular intervals, without further affirmative action by the Receiver)

Authorized debit amount (or method for determining amount): **monthly invoice**

I (we) understand that this authorization will remain in full force and effect until I (we) notify Friendsville Utility of revocation, i.e., in writing, by phone, location, address, etc., that I (we) wish to revoke this authorization. I (we) understand that Friendsville Utility requires at least 7 days/weeks prior notice to cancel this authorization.

Name(s): _____
(Please Print)

Signature(s): _____ Date: _____

Signature(s): _____ Date: _____

City of Friendsville Utility

Customer Service Agreement

Friendsville Utility requires the applicant to be the individual residing at the service address. Anyone applying on the applicant's behalf must present written authorization and proper identification for both parties.

Disputed Occupancy

If there is a dispute about who occupies the service address, Friendsville Utility may:

- Provide service to the party in actual possession of the premises; or
- Withhold service pending legal resolution.

Billing Schedule

- Meters Read: 28th of each month
- Bills Mailed: By the 5th (third-party billing)
- Due Date: 18th (no penalty if paid on or before)
- Late Fee: 10% applied after 4:30 PM on the 18th
- Shut-Off Date: 25th for unpaid bills
- Reconnection Fee: \$75.00
- No Reactivations After: 4:00 PM; service resumes next business day

Payment Options

- Drop Box: Blue drop box in front of City Hall (do not use Fort Loudoun Electric's)
- Online: Credit card (3.5% fee), PayPal, Venmo, or AutoPay
- Phone: 24/7 payments at 1-855-816-5751 (Account & CID required)
- Bank Draft (ACH): Withdrawals on the 18th (enrollment required)
- Bank Bill Pay: Payments must be received by the 25th; third-party mailing delays are not the Utility's responsibility

Important Water Service Information

- Failure to receive a bill does not exempt the customer from payment.
- A \$30.00 fee applies to all returned checks.
- Bill disputes must be reported within five (5) days of receipt.
- Customers are responsible for timely payment regardless of billing method.
- The Utility is not responsible for landscaping removed to install or maintain service.
- Customers must install a shut-off valve on the customer side of the meter.
- All equipment inside the meter box is Utility property.
- Allow a minimum of fourteen (14) days for new water tap installation.
- Private well connections require cross-connection inspection before service.

City of Friendsville Utility

Terms and Conditions

This agreement binds the applicant and all successors and assigns and is not transferable without written Utility approval.

1. Customers must notify the Utility of the selling, subdividing, or leasing of the property.
2. Breach of this agreement may result in service disconnection.
3. Service is provided only to the listed customer and address; sharing or extending service is prohibited.
4. All meters and appurtenances remain the property of the Utility.
5. The Utility may inspect service installations with reasonable notice; customer plumbing is not the Utility's responsibility.
6. Customers must maintain clear, safe access to all Utility equipment at all times; failure may result in disconnection.
7. Utility may restrict or discontinue service during emergencies and is not liable for interruptions.
8. No guarantees are made regarding service quality, pressure, quantity, or continuity.
9. Misuse of service or failure to comply with Utility policies may result in disconnection.
10. Customers are responsible for all equipment on the customer side of the meter, including pressure regulators and backflow devices.
11. Cross-connections with private wells or other water sources are strictly prohibited.
12. Requests for service disconnection must be made in writing, in person, or by verified phone call.
13. Minimum charges may apply for up to one (1) year if service is available but unused.
14. Customers must install and maintain a pressure regulator and cutoff valve.
15. Unauthorized reconnections are subject to penalties and fees.
16. Damage to Utility property will be billed to the customer and may include penalties.
17. Bills may be estimated or prorated if standard billing is not possible.
18. If service is declined after application approval, the applicant must reimburse incurred expenses.
19. Submission of an application does not guarantee service; Utility approval is required.
20. The Utility may deny service if it cannot be provided within established guidelines.
21. Customers must provide a suitable meter location and easement; any relocation costs caused by customer actions are the customer's responsibility.
22. Customers are responsible for contacting Tennessee One Call (811) before performing any excavation or utility work on their property and are liable for damage to unmarked underground facilities.

Utility Access and Meter Protection

By requesting and accepting water service, the Customer grants Friendsville Utility, its employees, and authorized agents permission to access the water meter, meter box, and related Utility-owned equipment located on the Customer's property at reasonable times for purposes including, but not limited to, meter reading, inspection, maintenance, leak detection, repair, replacement, verification of proper use, and emergency response.

The Customer acknowledges that the water meter, meter box, lid, yoke, and all related appurtenances are the sole property of Friendsville Utility.

City of Friendsville Utility

Water meters must never be blocked, covered, buried, paved around, landscaped over, or otherwise obstructed in any manner. If Utility equipment is found to be obstructed, Friendsville Utility may remove the obstruction without prior notice. The Customer shall be fully responsible for all cleanup, restoration, and any damage resulting from such removal or from conditions created by the Customer or the Customer's agents.

Customer Alteration Near Utility Equipment

Once water service has been installed, the customer **must notify Friendsville Utility in advance** before performing any work that may affect Utility-owned equipment or access to such equipment, including but not limited to grading, landscaping, paving, concrete, driveways, sidewalks, fencing, structures, or any change in ground elevation near meters or service lines.

Customers shall not cover, bury, obstruct, alter, or interfere with Utility equipment without prior notification and approval. If work is performed without notice and the Utility determines the equipment is damaged, inaccessible, or no longer suitably located, **all costs for repair, relocation, labor, materials, inspection, and service interruption shall be the customer's responsibility**, and service may be disconnected until corrected.

Communication Disclosure and Consent

You agree that, in order for the City of Friendsville to service your account or collect any amounts that may be owed, we may contact you by telephone at any number associated with your account, including wireless numbers, which may result in charges to you. We may also contact you via text message or email using any email address you provide.

Methods of contact may include, as applicable, the use of pre-recorded or artificial voice messages and/or automatic dialing systems.

By signing below, I/We acknowledge that I/We have read this disclosure and consent to the City of Friendsville or its authorized representatives contacting me/us as described above.

Customer Signature: _____ Date: _____

Customer Signature: _____ Date: _____

City of Friendsville Utility

Utility Meter Protection, Access, and Unauthorized Use Agreement

All water meters, meter boxes, yokes, service lines, and related installations used for billing by Friendsville Utility are the sole property of the Utility. Any tampering, bypassing, alteration, or unauthorized use of Utility equipment or water service is strictly prohibited.

Utility Access, Meter Ownership, and Obstruction Prohibition

By requesting water service, the Customer grants Friendsville Utility and its authorized personnel the right of access to Utility-owned meters and equipment at all reasonable times, including for inspection, maintenance, leak detection, repair, replacement, verification of proper use, and emergency response.

The Customer acknowledges that all meters, meter boxes, lids, yokes, and related installations are the exclusive property of Friendsville Utility and shall not be altered, covered, buried, paved around, obstructed, or interfered with in any manner.

Meters must remain fully visible, accessible, and unobstructed at all times. If an obstruction exists, Friendsville Utility may remove it without notice. The Customer shall be responsible for all costs associated with cleanup, restoration, damage, or repair resulting from such removal or from the obstruction itself.

Unauthorized Water Use / Theft of Service

The following actions constitute unauthorized use and theft of water service:

- Turning water service back on after shutoff for non-payment
- Turning water service back on after shutoff at the customer's request
- Operating a meter without Utility authorization
- Removing a meter and straight-piping or bypassing the meter to obtain water
- Using water service while an account is inactive or disconnected

Billing for Unauthorized Water Use

If unauthorized water use is discovered, the customer shall be billed based on the average of the customer's past monthly billing usage and will be charged for the entire period during which the account was documented as inactive or disconnected. The full calculated balance must be paid before service will be restored.

Repeat Theft of Service

If theft of service continues after notice or enforcement:

- The Utility will remove all meter equipment
- The service line will be capped at the main line
- Water service will not be restored until a new water tap is purchased and all current requirements are met

Damage & Tampering Fees

- Labor: \$60.00 per hour per employee
- Cut-off for Non-Payment: \$75.00
- Tampering with Lock: \$80.00
- Lock Replacement: \$25.00
- Meter Tampering: \$100.00
- Damaged Meter: Cost of meter
- Damaged Yoke: Cost of yoke

City of Friendsville Utility

Customer Acknowledgment and Agreement

By signing below, I/we acknowledge and agree that all water meters, meter boxes, lids, yokes, and related equipment used for billing by Friendsville Utility are the **sole property of Friendsville Utility**. I/we acknowledge that by requesting water service, I/we grant Friendsville Utility, its employees, and authorized agents' **permission to access the water meter and related Utility equipment located on the property** at reasonable times for meter reading, inspection, maintenance, leak detection, repair, replacement, verification of proper use, and emergency response.

I/we understand and agree that water meters must **never be blocked, covered, buried, paved around, landscaped over, or otherwise obstructed in any manner**.

I/we further understand and agree that if Utility equipment is found to be obstructed, Friendsville Utility may remove the obstruction without prior notice, and I/we shall be **fully responsible for all cleanup, restoration, and any damage** resulting from such removal or from conditions created by me/us or my/our agents.

I/we acknowledge that failure to comply with these requirements may result in billing, service disconnection, removal of meter equipment, or additional enforcement actions as allowed by Utility policy.

Customer Name (Printed): _____

Service Address: _____

Customer Signature: _____ **Date:** _____

Customer Signature (if joint account): _____ **Date:** _____