

- Please email completed paperwork to [utilitybilling@friendsvilletn.gov](mailto:utilitybilling@friendsvilletn.gov)

**Items required for new service. Customers must provide:**

**A VALID GOVERNMENT PHOTO ID**

(either)

- State Issued Driver License
- State Issued Photo ID
- U.S. Passport

**OWNER MUST PROVIDE OWNERSHIP OF PROPERTY**

(either)

- Deed
- Purchasing property
- Copy of contract or sales agreement.
- Mortgage or loan paper documents



**RENTER OR LESSEE**

- Current valid official rental or lease agreement
- Correct 911 address on the signed agreement.

**REALTORS**

- Bank Papers
- Realtor agreement with owner to sale

Applications received after 12:00 pm cannot be guaranteed to be turned on the same day. Information that is believed to be false may not be accepted by FWW. Additional documents may be required before service can be established.

**IMPORTANT BILLING INFORMATION**

- Meters are read on the 28<sup>th</sup> of each month unless on a holiday (read day before or day after holiday).
- Bills are generated in the office and sent to a third-party printing company to be printed and mailed.
- Bills are due on the 18<sup>th</sup> of each month.
- Customer has 10 days past due date of 18<sup>th</sup> to bring account current or is subject for disconnection.
- Online bill-pay is available at [www.friendsville.authoritypay.com](http://www.friendsville.authoritypay.com)
- Automated pay by phone is available by calling 1-865-995-0243 press 2, then press 1. You will need your account number and CID number.
- Sign up for ACH draft to come out of your bank account on the 18<sup>th</sup> of each month.
- Drop box is located behind city hall attached to the building for after-hours payments.
- We also offer E-bill.

**IMPORTANT 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 14 days for the water tap to be installed.
- If you apply for a new service and you have had a private well, water service will not be connected until a cross connection inspection has been completed.



**Applicant**

Name:		
Service address:		
City:	State:	ZIP Code:
Date of Birth:	SSN:	Driver's License #
Cell phone:	Email:	Work Phone:
Property Rental:	Property Owner Name:	Landlord Phone:

**Co-applicant Information**

Name:		
Date of Birth:	SSN:	Driver's License #
Cell phone:	Email:	Work 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 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: \_\_\_\_\_

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

### DEBIT AUTHORIZATION

I (we) hereby authorize Friendsville Water Works, 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 my (our) Utility Bill. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

\_\_\_\_\_  
Financial Institution Branch

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Routing Number

\_\_\_\_\_  
Account Number

Type of Account: \_\_\_\_\_ Checking \_\_\_\_\_ Savings

Amount (or how amount is determined): Balance due on monthly bill

Frequency: Monthly Start Date (if recurring): \_\_\_\_\_

Date of Debit (s): 18<sup>th</sup> of each month

If the debit is recurring and the date of 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 the Company has received written or verbal notification of its termination in such time and manner as to afford Company and Financial Institution a reasonable opportunity to act on it.

\_\_\_\_\_  
Print or Type Individual Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
FWW account number



## Friendsville Utility Service Agreement:

It is the policy of the Friendsville 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 will be required by the Utility Department 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 Department 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 \_\_\_\_\_ and Friendsville Utility, 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":

### **BILL DUE DATE**

The meters will be read on the **28<sup>th</sup>** of each month. Bills will be mailed to customers by the **5<sup>th</sup>** of each month. Bills can be paid without penalty until the **18<sup>th</sup>** of each month. A 10% penalty will be added to the bill at 4:30 on the **18<sup>th</sup>**. Accounts not paid in full will be shut ten days after the due date on **25<sup>th</sup>** of each month and a fee of **\$75.00** will be charged for reconnection. **NO REACTIVATION OF SERVICE AFTER 4:00. SERVICE WILL BE REACTIVATED NEXT BUSINESS DAY.**

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 the 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 given 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 a reasonable time. The Utility assumes no liability for 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 the service provided to the 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 the 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 reconnection fee and 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 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 are billed monthly, and statements are mailed in bulk at the US Post office. **The Utility cannot guarantee the delivery of its bills.** Failure to receive a statement does not relieve the Customer of the responsibility of paying 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 oblige 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.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Friendsville Utility Signature

\_\_\_\_\_  
Date



## Friendsville Utility Meter Damage Policy

All meters used for billing purposes by Friendsville Utility shall be the property of the utility; 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 utility meter to not fully register all water usage by the customer.

Meter and meter installations must be fully accessible to the utility at all times 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.

The customer will be responsible for any damage to the utility 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 Utility 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 utility meter or installation equipment as listed above. The customer will accrue the following charges for damage or theft to the utility meter:

Labor .....	\$50.00 an hour
Cut-off .....	\$75.00
Picked or Removed Lock .....	\$60.00
Replacement of Lock.....	\$20.00
Tampering of Meter.....	\$60.00
Damaged Lock .....	\$50.00
Damaged Meter.....	Cost of Meter
Damaged Radio Read Meter.....	Cost of Meter



## Property Owner Agreement

\_\_\_\_\_

Rental Property Address

City

Zip Code

\_\_\_\_\_

Property Owner(s) Name (Print)

I understand that the information provided shall be limited to any changes in names of the customer of record, including when the services are to be placed in the owner's name, and to when services are terminated, by the current customer of record or for nonpayment of any past due amount owed to Friendsville Utility.

When the tenant moves out of the property address listed above the utility account will go back into the property owner(s) name listed above. It is the responsibility of the property owner to notify the utility when tenants move out. If the utility is not notified the landlord will incur charges of utility account. I acknowledge that I will be charged a fee of \$50.00 each time the utility service is placed in my name when the tenant moves out of resident.

By signing below, I swear or affirm that the information I have provided about the property is accurate. If I have misrepresented this information, legal charges could be brought to me. It is also your responsibility to contact Friendsville Utility if any information needs to be changed.

\_\_\_\_\_

Property Owner

\_\_\_\_\_

Date

\_\_\_\_\_

Property Owner

\_\_\_\_\_

Date

\_\_\_\_\_

Friendsville Utility

\_\_\_\_\_

Date