

- Please email the completed paperwork to utilitybilling@friendsvilletn.gov

Items required for new service. Customers must provide:

A VALID GOVERNMENT PHOTO ID

(either)

- State Issued Driver's 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 the 911 address on the signed agreement.

REALTORS

- Bank Papers
- Realtor agreement with the owner to sell

Applications received after 12:00 p.m. cannot be guaranteed to be turned in on the same day. FWW may not accept information that is believed to be false. Additional documents may be required before service can be established.

IMPORTANT BILLING INFORMATION

- Meters are read on the 28th of each month unless on a holiday (read the day before or the day after the 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 18th of each month.
- The customer has seven (7) days past the due date of the 18th to bring the account current, or it will be subject to disconnection.
- Online bill-pay is available at www.friendsville.authoritypay.com
- Automated pay by phone is available by calling 1-865-995-0243, pressing 2, then pressing 1. You will need your account number and CID number.
- Sign up for an ACH draft from your bank account on the 18th of each month.
- The drop box for after-hours payments is located behind the city hall.
- We also offer E-bill.

IMPORTANT THINGS YOU SHOULD KNOW

- To avoid service interruption, 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 and will be taken out.
- The customer must install a shutoff valve on the customer side of the water meter.
- All equipment inside 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 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 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: _____



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 determined amount): Balance due on monthly bill

Frequency: Monthly Start Date (if recurring): _____

Date of Debit (s): 18th of each month

If the debit is recurring and the debit date falls on a non-banking day, the debit will hit your account on the next banking day and will not hit your account before 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 before the debit. If the date varies, the *Rules* state that the Originator must send the Receiver notification of the 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 the 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:

Service Application

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 from a 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:** On the 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:** Pay via credit card (3.5% fee), PayPal, Venmo, or set up AutoPay
- **Phone:** 24/7 payment at 1-855-816-5751 (Account & CID required)
- **Bank Draft:** ACH withdrawals on the 18th (must sign up)
- **Bank Bill Pay:** Be aware that banks use third-party mailings—payments must be received by the 25th

Important Notes

- Failure to receive a bill does not exempt you from payment
 - Returned checks, a \$30 fee applied
 - Bill disputes must be raised within 5 days of receipt
 - All customers are responsible for timely payment, regardless of delivery method
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Terms & Conditions

1. This agreement binds the applicant and successors. It is non-transferable without written approval.
2. Customers must notify the utility upon selling, subdividing, or leasing the property.
3. Breach of contract may result in service disconnection.
4. Service is provided only to the listed address and customer; sharing or extending service is prohibited.
5. Meters and appurtenances remain Utility property.
6. Utility may inspect installations with notice; customer plumbing is not Utility's responsibility.
7. Customer must maintain clear access to Utility equipment; failure may result in disconnection.
8. Utility may restrict service during emergencies; it is not liable for service interruptions.
9. No guarantees are made regarding service quality or continuity.
10. Misuse of services or failure to comply may result in disconnection.
11. Customers are responsible for all equipment after the meter, including pressure regulators and backflow devices.
12. Cross connections with private wells or other water sources are prohibited.
13. Disconnection requests must be in writing, in person, or by verified phone call.
14. Minimum charges apply for up to one year if the service is available but unused.
15. Customers must install and maintain a pressure regulator and cutoff valve.
16. Unauthorized reconnections will incur penalties.
17. Damage to Utility property will be billed to the customer and subject to penalties.
18. Bills may be estimated or prorated if regular billing is not possible.
19. If service is declined post-application, the applicant must reimburse expenses.
20. Applying does not guarantee service. Approval is required.
21. Utility may deny service if it cannot be provided within established guidelines.
22. Customers must provide meter placement and easement. Relocation costs have fallen on the customer.
23. Bills are mailed in bulk; non-receipt does not excuse non-payment.
24. Customers are responsible for contacting 811 before performing any utility work on their property. They will be liable for damage to underground facilities that were not located or marked.

Customer Signature: _____ **Date:** _____

Customer Signature: _____ **Date:** _____



Friendsville Utility Meter Damage Policy

All meters, meter boxes, yokes, and related installations used for billing by Friendsville Utility are the sole property of the Utility. **Tampering, bypassing, or altering a meter in any way is strictly prohibited.**

Meter Access Requirements:

- **Do not block or cover water meters under any circumstances.** This includes, but is not limited to, flower beds, decorative rocks, mailboxes, dirt, mulch, or any other objects. If a meter is found to be obstructed, Friendsville Utility will **remove the obstruction without notice**, and the **customer will be fully responsible for all cleanup and any resulting damages or restoration.**
- **Clear access** is always required for accurate readings, maintenance, and emergency response.

A Friendsville Utility technician will assess meter installations to ensure proper function, safety, and compliance.

Customer Responsibilities:

Customers are responsible for any damage to Utility meters or related equipment caused by:

- Themselves, household members, tenants, or employees
- Negligence (including obstructed access)
- Theft or vandalism

Customers will be billed for the **actual costs of repair or replacement**, plus applicable fees as listed below:

Damage & Tampering Fees:

Description	Fee/Cost
Labor	\$60.00/hour
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

By signing below, you acknowledge your understanding of this policy and agree to the listed terms, including your responsibility for any damage or unauthorized actions involving the utility meter.

Customer Signature: _____ **Date:** _____

Customer Signature: _____ **Date:** _____



New Service Connection Policy

Friendsville Utility's policy is to provide new utility service connections in a fair, timely, and consistent manner to all eligible applicants. Customers requesting new service must submit a completed application and satisfy all related requirements, including payment of applicable fees and compliance with utility standards. The service will be connected in accordance with local regulations, system capacity, and infrastructure availability.

Friendsville Utility will **not install a new water tap connection until the property has been completed with final grading.**

This policy is in place to:

- Ensure the meter is installed at the correct elevation
- Prevent the meter from being **covered, damaged, or buried** during site work
- Protect utility infrastructure and avoid unnecessary delays or repairs

The customer must **notify Friendsville Utility once final grading is complete** and the site is ready for installation. If utility personnel arrive and the site is not prepared correctly, installation will be postponed, and additional trip charges may apply.

Tap Placement Policy

Customers may indicate a preferred installation location on their property when requesting a new water tap connection. While Friendsville Utility will consider this preference, **the utility's licensed water technician will determine the final tap placement.**

Placement is based on:

- Proximity to existing water mains and infrastructure
- Topography and soil conditions
- Safety, accessibility, and long-term maintenance needs
- Compliance with state and local regulations
- Potential impact on Utility operations and surrounding properties

Friendsville Utility does not guarantee placement at the customer's preferred location. The Utility reserves the right to install the tap at the location deemed most feasible and in accordance with operational standards to ensure reliable service and infrastructure integrity.

Important Customer Responsibilities

- Do not begin construction or landscaping that depends on tap placement, until the meter is installed.
- Any relocation requests after installation will be at the customer's full expense, including labor, materials, and administrative costs.

By submitting your service application, you acknowledge and accept the terms of this policy.

Customer Signature: _____ **Date:** _____

Customer Signature: _____ **Date:** _____



Landlord Utility Information Agreement

I/We, _____, verify that I/we are the property owner(s) of the following address:

Property Address: _____

I understand that the information provided will be used solely to manage utility services related to this property. This includes:

- Notification of any changes in the name of the customer of record,
- Situations when the utility services are to be placed in the property owner's name, and
- Termination of services by the current customer of record or due to nonpayment.

I understand and agree that when a tenant moves out of the above-listed property, the utility account will automatically revert to the property owner(s) listed above. It is the sole responsibility of the property owner to notify the Friendsville Utility Department when a tenant vacates the property.

If the utility department is not notified of the tenant's move-out, the property owner will be responsible for any charges incurred on the utility account. I also acknowledge that a **\$50.00 service fee** will be charged each time the utility service is transferred into my name upon a tenant's departure.

I affirm that the information I have provided is accurate to the best of my knowledge. I understand that providing false or misleading information may result in legal consequences.

Owner Signature: _____ **Date:** _____

Phone Number: _____

Email Address (optional): _____