

## Town of Mosheim General Information for Utility Customers

### **Billing:**

All bills are **due on the 15<sup>th</sup>** of each month. A late fee of 10% will be posted to those accounts not paid by the 15<sup>th</sup>. If the due date falls on a day that the office is closed, one additional day will be allowed for payment to be made.

### **Disconnect of Water Service:**

For all accounts not paid within 10 days after the due date, the water service will be disconnected. A \$30 reconnect fee will be charged if we disconnect the service. To have your service reconnected that day, a payment must be received in the office by 3:00pm. If it is paid after 3:00pm, service will be restored at 8:00am the following day.

**New Service:** There is a \$75 service fee to obtain water service, and a \$50 service fee to obtain sewer service.

### **Water Taps:**

This is for purchase of a water tap to be installed in front of the property

¾" tap \$ 1,200.00

1" tap \$ 1,600.00

2" tap \$ 4,600.00

### **Sewer Taps:**

This is for the purchase of a sewer tap to be installed on the property

Gravity Tap \$ 1,200.00

Sewer Pump \$ 3,700.00

### **Cross-Connection:**

Any residence having an additional source of water (example: a well) other than that supplied by the Town of Mosheim Utility District cannot have both sources of water connected in any way.

### **Meter Reading:**

All water meters are read monthly. Customers can call our office to find out the reading date of their meter. **Our office number is 423-422-4051.**

### **Water Pressure:**

The District is required to maintain a minimum of 20 PSI at each meter. Any customer requiring more pressure than provided by the District may choose to install a pump at their own expense.

### **Returned Check Policy:**

There is a \$30 service charge on all returned check payments.

### **Where to Call for Line Locates:**

Customers can call TN One Call at 1-800-351-1111 to have Utilities mark any utility lines on their property.