

**WALDEN'S RIDGE UTILITY DISTRICT
3900 TAFT HIGHWAY
SIGNAL MOUNTAIN, TENNESSEE**

CROSS-CONNECTION AND CONSUMER'S RESPONSIBILITY CONTRACT

1. Water shall be used to supply only the premises which are described and covered by this contract. The Consumer shall not sell, furnish or permit water to be used through their meter to other parties, or to use, or permit anyone else to use such water at any other premises, or at a different location than provided for herein
2. No Consumer shall supply other persons or families with water at the same location, or suffer it to be taken from the premises, except with the written consent of the District.
3. The District will furnish a water meter of its selection, which is to remain the property of the District, to be located at a point designated by the District. The Consumer shall, at their own expense, lay and maintain all lateral or service lines or pipes beyond delivery point.
4. The Consumer agrees to disconnect and keep disconnected from their service line or pipes all other sources of water.
5. The Consumer agrees to take water from the District, and pay for it at the current published rates, plus Tennessee Sales Tax where applicable.
6. It is expressly understood and agreed, however, that the rates charged are subject to increase or decrease at any time by the District upon fifteen days notice to the Consumer.
7. The Consumer agrees that, prior to the turning on of the water, the Consumer will pay a non-refundable activation fee and a deposit if applicable. The amount of the fee shall be charged at the District's current published rate.
8. Bills for water shall be paid at the place designated on the bill. If the bill is not paid by the 27th of each month by 3:30 p.m., the agents, servants and employees of the District shall have the right to enter upon the premises of the Consumer and shut off the water without further notice. The water shall not be turned on again until the Consumer shall have paid all bills due plus any additional fees due for reinstating the service. Failure to receive bill will not release the Consumer from payment obligation.
9. In case of a stuck or broken meter, the bills will be rendered on an estimated basis and the Consumer hereby agrees to pay the same when so rendered.
10. The Consumer agrees to prevent the waste of water in any way. The District retains the right to decide what is waste or improper use of water, and to restrict the use thereof when the same is deemed necessary.
11. The Consumer agrees to pay the monthly water bill until such time the District is notified to terminate the Consumer's service. The Consumer understands that payment is due in full at the time the Consumer's bill is rendered unless other financial arrangements have been made with the District. Should the Consumer's account become delinquent and be referred to an attorney for collection, the Consumer agrees to pay the amount of the water bill, plus any and all fees associated with the collection of the past due balance.
12. The District shall not be responsible in any way or manner for damages for failure to supply a sufficient quantity of water, or of any particular pressure, nor is it required to furnish water of any particular quality, nor is there any agreement, expressed or implied, that the water supplied be sufficient for use of the Consumer or for protection against fire.
13. The District may at any time, when necessary for repairs, or for any other reason whatsoever, shut off the water from the Consumer's property without being liable in any way and without prior notification to the Consumer.
14. It is further understood and agreed that the violation of any of the terms or conditions of this contract shall give the District the immediate right to shut off the water being supplied to the Consumer.
15. The District, its agents, servants and employees are hereby granted, in consideration of the water service, and other good and valuable considerations, an easement in, upon and over all or any part of the property, hereinafter described, for the purpose of making repairs, excavations, locating leaks, checking or reading meters, checking the amount of water consumed, making connections, and in general to do any act necessary to the proper maintenance and operation of said water system.
16. The Consumer agrees that the premises are now ready for water to be turned on.
17. It is expressly understood and agreed by and between parties that the District shall have the right to make such rules and regulations as it deems necessary or proper respecting its business of supplying water and maintaining and operating said system, and the Consumer hereby agrees to be bound by any rule or regulation so made.
18. It is expressly understood and agreed that the appropriate monthly charges shall be due and payable each month of the calendar year, regardless of the occupancy of the premises.

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SIGNAL MOUNTAIN, TENNESSEE**

CROSS-CONNECTION AND CONSUMER'S RESPONSIBILITY CONTRACT

1. The size of all future water mains shall be determined by the District.
2. The Consumer must pay a new activation fee at the current rate for each new address and a new receipt will be issued.
3. When lines are laid by anyone other than the District, a representative(s) of the District shall inspect them during installation and upon completion before the ditch is refilled. Approval will be necessary or the line will not be put into use.
4. Fire hydrants are for fire use only.
5. Contractors shall be liable for any damage to water lines or meters resulting from use of construction equipment and will be billed for repairs at existing rates plus 25%.
6. Charges for relocating existing water meters will be at the District's currently published rate.
7. The location of all new meters shall be designated by the District.
8. No cross-connection shall be allowed to exist upon any premises. A cross-connection is any physical connection whereby the public water supply is connected with any other water supply system, whether public or private, either inside or outside of any building or buildings in such a manner that a flow of water into the public water supply is possible, either through the manipulation of valves or because of ineffective check or back pressure valves or because of any other arrangement. If a cross-connection is found, the Consumer shall be given time to correct it or service will be discontinued until such time that the Consumer shall provide proof that the cross-connection has been corrected.
9. It shall be unlawful for anyone to use jumpers to acquire water and said jumpers will be confiscated and violators will be billed for any amount of water the District estimates was used.
10. The Consumer is be responsible for any damage done to water meters during attempts to thaw them. Consumers should contact the water company if meter is frozen.
11. If a Consumer turns off their water service at the meter for any reason and damages the cut-off valve, the Consumer will be billed for the cost of labor and a new valve.
12. If a Consumer desires water to be shut off for any length of time, the District may remove the meter. To reinstate the service, the meter will be reinstalled at the District's currently published rate at the time of reinstallation.
13. *All water contracts shall have a specific address.*
14. If a Consumer wants water beyond existing mains, the Consumer will be responsible for installing any new water main to reach the service installation point according to the District's specifications. In addition, the Consumer must pay for a service tap or taps at the current rate published of the District.
15. Where the Consumer has more than one dwelling or place of business tied on a service connection, the Consumer will be required to pay for the other dwelling(s) that are tied onto their connection, whether the dwelling(s) (is) (are) occupied or not, until such time as the Consumer has a service connection installed for each dwelling or place of business.
16. If the Consumer becomes delinquent on their water account and the District must pull the meter, the Consumer must pay all amounts due in addition to all applicable fees.
17. The Consumer is responsible for any water that registers on their meter, whether by leak or any other cause. In addition, the Consumer is responsible for the repair and maintenance of their own water line from where the connection is made at the line setter to the dwelling or business.
18. If the Consumer's meter is pulled for non-payment and the District must lock out the meter yoke and the Consumer breaks the padlock, the District will disconnect the service line at the water main. The Consumer must pay for reconnecting to the water main, plus all delinquent amounts due and applicable fees, before service will be reinstated.
19. The District shall not be responsible for damage to Consumer's plumbing due to water mains bursting, for failure of pressure reducing devices or any other causes beyond our control.
20. If a Consumer has a complaint and the water company employees are unable to resolve the complaint to the Consumer's satisfaction, the Consumer has the right to request the complaint be heard by the Board of Commissioners at a time and place designated by the Board of Commissioners, usually the regular monthly meeting. Complaints must be submitted in writing to the District a minimum of five (5) working days before the date of the regular business meeting.

WALDEN'S RIDGE UTILITY DISTRICT
3900 Taft Highway
Signal Mountain, Tennessee 37377

Sign up for paperless billing!



SIMPLY FOLLOW THE STEPS LISTED BELOW!

- 1) Go to www.wrud.org
- 2) select MAKE ONLINE PAYMENT (You will click this twice)
- 3) **This will take you to our billing system, AMPSTUN
- 4) select CONSUMER REGISTRATION
- 5) Enter the FULL NAME that is printed on your bill in ALL CAPS and your NEW ACCOUNT number.
- 6) Enter your email address and set up a password.
(Your email address will be your username.)
- 7) Click the Register button.

If you have any questions, please feel free to give us a call at 423-886-2683.
We are open Monday through Friday 8:00 a.m. until 4:30 p.m.

Walden's Ridge Utility BANK DRAFT AUTHORIZATION

I, the customer, hereby request, authorize and agree that Walden's Ridge Utility District (WRUD) shall cause payments owed by me to WRUD to be debited electronically from my account, as described below, without my personal written signature. If I fail to have adequate funds in my bank account at the time of the draft, I understand that I will automatically be removed from this plan and the bill plus a service charge will be due immediately. I have the right to cancel my participation in the Bank Draft Plan by notifying WRUD and by giving WRUD and my banking institution a reasonable amount of time to process my request. WRUD and my banking institution reserve the right to end my participation in the Bank Draft Plan. Bills are processed monthly and mailed by the 10th of each month and Bank Drafts will be deducted on the 5th of each month or the next business day.

ACCOUNT INFORMATION

Name as shown on your bank account

Home (Cell) Telephone

Name on WRUD account (if different from above)

Work Telephone

Your home address

WRUD Account Number

Signature of Customer

Date

RETURN THIS FORM TO
WALDEN'S RIDGE UTILITY DISTRICT
3900 TAFT HIGHWAY
SIGNAL MOUNTAIN, TN 37377

**This completed form must be received in our office by
the 1st of the month prior to your billing due date.**

PLEASE ATTACH A VOID CHECK OR A COPY OF A CHECK MARKED VOID HERE

WALDEN'S RIDGE UTILITY DISTRICT

3900 Taft Highway
Signal Mountain, Tennessee 37377

Commissioners:

FRANK GROVES, JR., PRESIDENT
J ROBERT McKENZIE, VICE PRESIDENT
DAVID J. FULTON, SECRETARY

RONALD WEST, Manager

BILLING PROCEDURES

ALL meters will be read on the 1ST of each month.

Drafts will be processed on the 5th of each month.

Late Fees will be processed on the 8TH of each month.

Bills will be printed and mailed by the 8TH of the each month.

The **DUE DATE** is the 27th of the month.

Payment for all **PAST DUE BALANCES** must be received in the office by 3:30pm the 27th of each month. At 3:30 pm on the 27th of each month, a **\$50.00 DELINQUENCY FEE** will be applied to all accounts with a past due balance. This fee is assessed because payment was not received by the cut off time and is due even if the customer makes payment after 3:30 pm on the 27th though the meter has yet to be turned off and locked.

Meters will be **LOCKED FOR NON-PAYMENT** on the 28th or the next business day for those who still have not paid. At this time the entire past due balance and the Delinquency Fee must be paid before service can be reinstated.

If a customer chooses to pay for afterhours services, a **\$50.00 AFTER HOURS FEE** will be applied to any customer who wishes to have service reinstated after business hours (Monday through Friday, 8 am to 4:30 pm). For **AFTER HOURS SERVICES**, the customer will be required to pay the entire past due balance on their account, the assessed Delinquency Fee and the After Hour's Fee in order to have the meter unlocked and turned back on.

If a customer has not had the meter **LOCKED FOR NON-PAYMENT** in their prior four (4) year history, then the District will, ONE TIME ONLY, will **ASSESS AND WAIVE** the \$50.00 Delinquency Fee as a courtesy reminder.

Should any due date fall on Saturday, Sunday or a Holiday, the customer will have until the next business day at 3:30 pm before payment is due or any fees are assessed.

(423) 886-2683 Office (423) 886-1940 Fax
Office Hours: 8:00 a.m. – 4:30 p.m. Monday through Friday

WALDEN'S RIDGE UTILITY DISTRICT

3900 Taft Highway
Signal Mountain, Tennessee 37377

Commissioners:

FRANK M. GROVES, JR., PRESIDENT
WEST J. ROBERT MCKENZIE, VICE PRESIDENT
DAVID J. FULTON, SECRETARY

Manager:

General

RONALD

SERVICE LINE POLICY - AMENDED

The District requires the use of **COPPER OR TYPE A BLUE PEX** (GRADE A CROSS-LINKED POLYETHYLENE WITH ULTRA VIOLET PROTECTION, **MUST BE BLUE COLOR**) for all service lines from the meter to the dwelling, **WHICH SHALL BE INSTALLED A MINIMUM OF THREE (3) FEET AWAY FROM ANY OTHER UNDERGROUND UTILITY.**

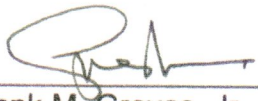
The District will inspect the service line prior to installing the meter and allowing the service to become active.

The only exception the District will allow is if the property owner had ownership of the property prior to March 27, 2007 and signs a waiver relinquishing any right to a leak adjustment on the service line per the District's Leak Adjustment Policy. Once the waiver has been signed, then the property owner may use their choice of material for the service line which shall be a minimum of three (3) feet away from any other underground utility.

For any customer requesting a leak adjustment for their service line from the meter to the dwelling per the Leak Adjustment Policy, the customer will be granted one (1) adjustment per policy.

However, once this adjustment is given, **COPPER OR TYPE A BLUE PEX MUST BE INSTALLED BEFORE ANOTHER LEAK ADJUSTMENT WILL BE GIVEN ON THE SERVICE LINE PER POLICY.** When the service line is replaced, the customer must notify the District for a service line inspection before the customer will qualify for another leak adjustment.

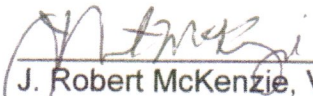
EFFECTIVE: 28 APRIL 2020



Frank M. Groves, Jr., President

2020 April 28

Date



J. Robert McKenzie, Vice President

2020 April 28

Date



David J. Fulton, Secretary

2020 April 28

Date

(423) 886-2683 Office . (423) 886-1940 Fax
Office Hours: 8:00 a.m. – 4:30 p.m. Monday through Friday

Walden's Ridge Utility District

Commissioners:

FRANK M. GROVES, JR., PRESIDENT

J. ROBERT McKENZIE, VICE PRESIDENT

DAVID J. FULTON, SECRETARY

General Manager

RON WEST

Rate Chart

The following Rates will be effective 2019 July 01

Meter	Tap Priviledge	Capacity Fee	Total Fee
3/4" Meter	\$ 900		\$ 900
Agricultural Meter**	\$ 900		\$ 900

** Any customer with an existing service and requesting a second meter for irrigation purposes only

BASE RATE / GALLONS

\$ 28.53 for the first 2,000 gallons

RATE ABOVE MINIMUM

\$ 7.40 per 1,000 Gallons

NON-REFUNDABLE ACTIVATION FEE

HOME OWNER	Non refundable Activation Fee to be paid	\$	50
RENTER	Non refundable Activation Fee to be paid	\$	50
RENTER	REFUNDABLE DEPOSIT to be paid	\$	150

SAME DAY SERVICE FEE

Same Day Service Fee in addition to the above fee during normal business hours	\$	25
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REINSTATE AND / OR CHANGE SERVICE FEE

During Regular Business Hours PLUS applicable Activation and Deposit	\$	50
After Regular Business Hours PLUS applicable Activation and Deposit	\$	100

METER RELOCATION

If Water Main is on the same side of the road as the property being served	\$	500
If Water Main is on the opposite side of the road as the property being served	\$	750

CHARGE FOR ANY RETURNED PAYMENT

Return Payment Fee	\$	30
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FEES FOR USE OF CREDIT OR DEBIT CARD (EFFECTIVE 2017 APRIL 24)

For any charge up to \$78.00	\$	1.95
For any charge \$78.00 or over		2.5%

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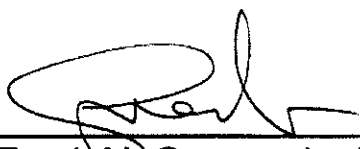
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ROBERT MCKENZIE, TREASURER
DAVID J. FULTON, SECRETARY

RONALD WEST, Manager

AMENDMENT TO THE COMMISSION MEETING POLICY


Effective 22 APRIL 2008, the District's Board of Commissioners unanimously agreed to change the regularly scheduled Board Meeting to the Last Tuesday of each month (eleven (11) meetings per year). There will not be a scheduled meeting in December.

EFFECTIVE: 22 APRIL 2008



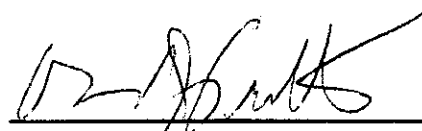
Frank M. Groves, Jr., President
5/27/08

Date



J. Robert McKenzie, Vice President
5/27/08

Date



David J. Fulton, Secretary
5/27/08

Date

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3900 Taft Highway
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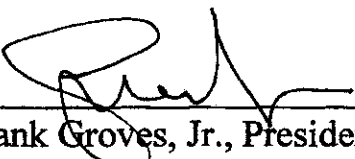
Agriculture Tap Privilege

The District will allow the purchase for an agriculture tap at the current rate for customers on the Hamilton County Water and Waste Water sewer system.

To be eligible for an agriculture meter, the customer must already have water service established and active for the location the agriculture tap is requested.

For the purpose of this policy, an agriculture tap is defined as a tap that will supply water for an irrigation system only.

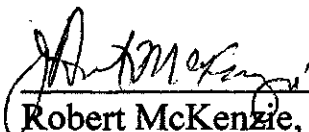
EFFECTIVE: MARCH 27, 2007

 3.27.07

Frank Groves, Jr., President Date

 3-27-07

David Fulton., Secretary Date

 3/27/07

Robert McKenzie, Treasurer Date

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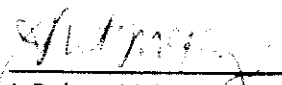
Leak Policy


The need to adjust a utility bill may be evident by excessive billing or evidence of leakage on the customer side of the meter. All adjustments will be processed through the District's ServLine Program.

1. It is the customer's responsibility to keep the plumbing system in good working order.
2. The Utility District will consider an adjustment if the customer's current bill is greater than 150% of the average bill during the previous twelve (12) months.
3. No customer shall receive more than one (1) leak adjustment during any twelve (12) month period and will also be limited to two (2) consecutive billing cycles.
4. Adjustments to water bills will NOT be made on the following:
 - a. Premises left or abandoned **without** reasonable care for the plumbing system.
 - b. Leaks on irrigation systems or irrigation lines, leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
 - c. Negligent acts such as leaving water running.
 - d. Excess water charges not directly resulting from a qualifying plumbing leak.
 - e. Filling of swimming pools or leaks in swimming pools.
 - f. Watering of lawns or gardens; and
 - g. Commercial Customers with a meter larger than two (2) inches.
5. The District, through our ServLine Program, shall not be obligated to make adjustments to any bills not submitted for adjustment within ninety (90) days from the billing date.
6. Customers must present proof that a leak has been repaired to the District's specifications before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)
7. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average usage.
8. Any customer who has opted out of the ServLine program will not be eligible for a leak adjustment.

Effective this 5th day of February 2019.

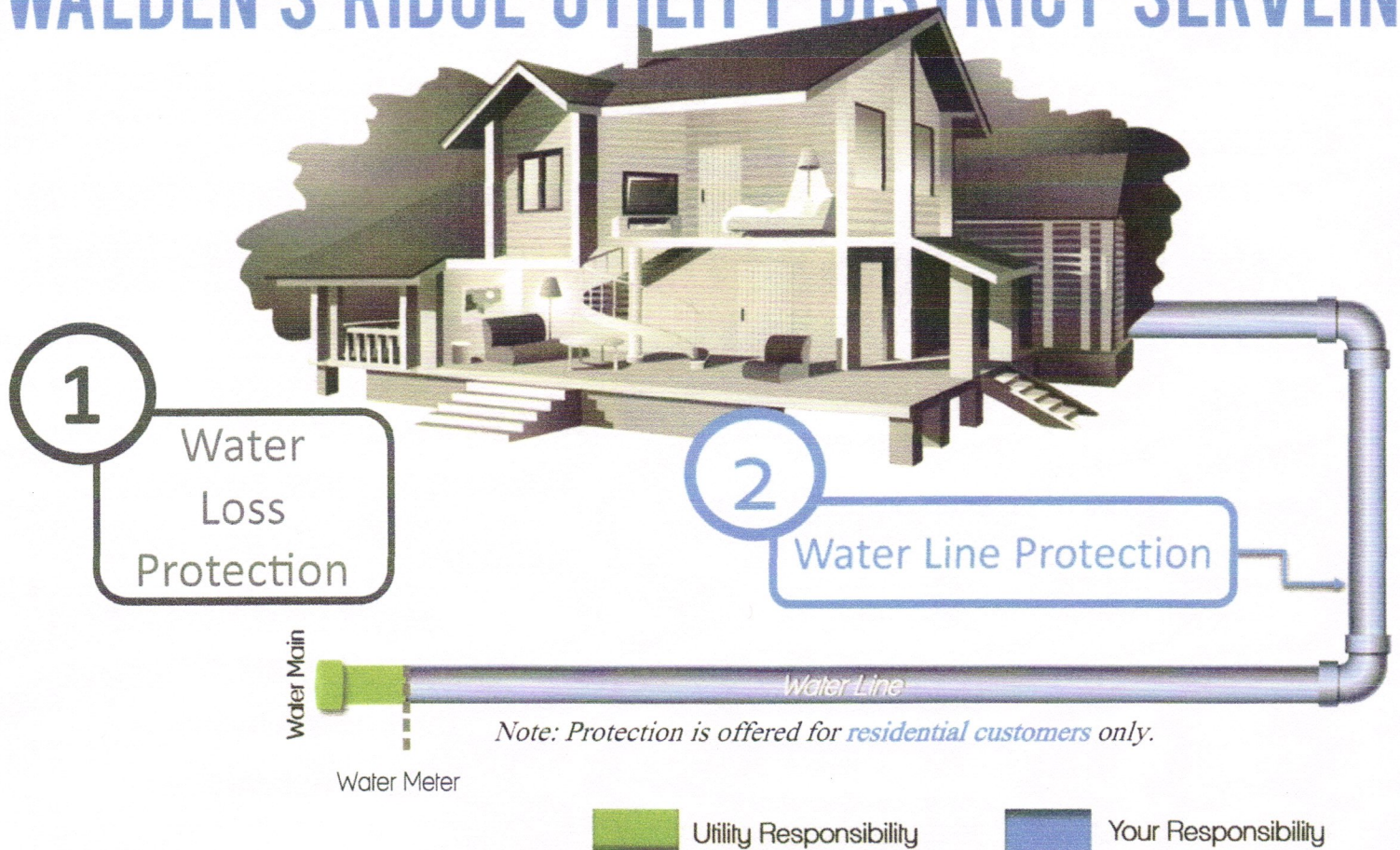


Frank M. Groves, Jr., President

J. Robert McKenzie, Vice-President

David M. Fulton, Secretary

WALDEN'S RIDGE UTILITY DISTRICT SERVLINE



1

Water Loss Protection

**AUTOMATICALLY ENROLLED
\$1.50/MONTH**

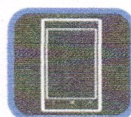
- Water Loss Protection from excess water charges resulting from eligible plumbing leaks, up to \$2,500. No deductible.
- **Call us to decline protection and accept full responsibility for water bills resulting from eligible plumbing leaks.**
- Please refer to our leak adjustment policy for guidelines and qualifications for leak adjustments.
- All qualifying residential leaks occurring after March 1, 2017 will only be adjusted through our ServLine Program.

2

Water Line Protection

**SIGN-UP BY CALLING
\$5.25/MONTH**

- Covers repair or replacement of water line up to \$10,000. No deductible. No annual limit.
- Includes public paved surfaces and \$500 for basic site restoration and \$500 for private paved surfaces like sidewalks or driveways.
- Provides Water Line Protection from your meter to the foundation of your home.
- Does Not Provide Protection for: Water Meter, Water Pit, Water Vault, Pumps, Valves, or Backflow Meters.
- Contact us to request a full copy of Program Protections and Exclusions.
- Be protected from these expensive repairs! Enrollment after March 1, 2017 requires a 30 day waiting period.



**CALL US:
423-308-0811**

**WALDEN'S RIDGE UTILITY DISTRICT
3900 TAFT HIGHWAY
SIGNAL MOUNTAIN, TN 37377**

**Enroll in Water Line
Protection**

Date: _____ Account Number: _____

Customer Name: _____ Address: _____

Please enroll my account in the Walden's Ridge Utility District's Servline Water Line Protection Program for the monthly charge of \$5.25 added to my utility bill.

Signature: _____