



BLOOMINGDALE UTILITY DISTRICT

3212 Bloomingtondale Rd.

Kingsport, TN 37660

CUSTOMER INFORMATION

Late Payments

Late Fees are posted the day following the due date on all payments that have not been received by the office. If the due date falls on a day that the office is closed, an additional day will be allowed for on-time payment. Late fees are calculated at the rate of 10% of the current month's water usage.

Billing

There are two billing periods. Cycle One is due on the 5th of each month. Cycle Two is due on the 20th of each month. Please check with office personnel to determine which zone includes your account.

Leak Adjustments

A customer will be allowed one adjustment per 12-month billing period.

Delinquent/Reconnect Fees

Water service will be discontinued for Rental Property Accounts not paid within 5-days after the due date. Property Owner Accounts will be sent a disconnect notice when their account reaches 2 months past due. A \$50 reconnect fee must be paid prior to reconnection. Our service reconnects are done between the hours of 12:00-3:00PM. If you pay after 3:00PM your service will be reconnected the next business day. If you wish to have your service reconnected between the hours of 3:00PM and 8:00AM or on a weekend, you will be charged a \$100 after hours reconnect fee.

New Service

New property owners are charged a \$25 service fee to obtain water service. Proof of ownership is required during your application process. If you are renting you will be charged a \$25 service fee plus a \$100 deposit. This deposit will be refunded upon service termination if your account is in good standing.

Shut-Off Valves

Shut-Off Valves at the tap are maintained for Bloomingtondale Utility use only and customers should install their own shut-off valve on their side of the meter. Any customer damage to utility line or water tap will be billed to the customer.

Cross-Connection

Any home having an additional source of water (such as a well) other than that supplied

by the Bloomingdale Utility District cannot have both sources of water connected in any way.

Meter Reading

All water meters are read monthly. Customers can inquire as to their scheduled monthly reading date by calling our office.

Back Flow Prevention

If the Utility recognizes a potential hazard regarding the back flow of water into the public water system, a reduced pressure back flow prevention assembly will be required. All schools, greenhouses, dairy farms, beauty shops, restaurants, auto shops, and sprinkler systems require a RPBP assembly. Call the office if you have questions.

Water Pressure

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

Returned Check Policy

A \$25 service charge is assessed on all returned payments – checks, drafts, etc.

Notice

Bloomingdale Utility District is an equal opportunity provider and employer.

Where do I call for line locates?

Call "TN One Call" at (800) 351-1111.