



## 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**

All bills are due by the 5<sup>th</sup> of each month.

#### **Leak Adjustments**

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

#### **Delinquent/Reconnect Fees**

Your payment will be due upon receipt of your monthly bill. If your bill has not been paid on or before the 5<sup>th</sup> of the following month after receipt of your bill, a 10% late fee will automatically be added to your account. If your payment has not been received by the 15<sup>th</sup> of the month after receipt of your bill, a \$100 late payment fee will be added to your account and your water service will be discontinued until payment in full has been made.

#### **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 Bloomingtondale 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**

Bloomington Utility District is an equal opportunity provider and employer.

**Where do I call for line locates?**

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