



CUSTOMER INFORMATION 6/10/2022

Rental customers are required to pay a \$100.00 NON-REFUNDABLE service fee prior to activating their service. If you are a property homeowner, there is a NON-REFUNDABLE service fee of \$50.00.

Your bill will be mailed to you on or around the 8th, and is always due on the 23RD of each month. If the 23RD falls on a weekend, you will have throughout Monday to pay this bill without late penalties being applied. A 10% late fee will be added to your bill on the 24TH if bill is not paid in full on or by the 23RD.

Service will be disconnected on or around the 5TH day of the month. A \$100.00 disconnect fee will be applied to your account AT 7:00 am on the 5TH. The balance along with the disconnect fee MUST be paid in full in order to restore service. The cut off time for this is 4:00. Anything after 4:00 will be charged a higher rate of disconnection fee. That fee will be \$125.00. This is to cover the cost of the service person coming out after normal business hours.

Upon disconnection for nonpayment, your meter will be read and recorded down and verified to be the same reading when it is turned back on. If the reading does not match or found to be tampered with the prior reading a \$150.00-\$300.00 tampering fine will be assessed and the meter may be removed and we will calculate fees for stolen water. Tampering with meter is a misdemeanor and you may be summoned to General Sessions Court and are responsible for all costs. All damages and fees/charges must be paid prior to reconnection. This tampering fee also applies to any locks or tags being cut off or damaged. IT IS A MISDEMEANOR IF YOU TURN THE WATER METER ON/OFF YOURSELF. Law enforcement officials may be called out for assistance.

IF YOU MOVE=South Fork Utility District requires a 3 day notice in writing including a forwarding address so we may discontinue your service and get a final meter reading. It is your responsibility to keep our office updated of changes in your mailing address or phone number or if you are moving.

There is a \$32.00 fee for non-sufficient funds/returned (NSF) checks and/or bank draft returns. If payment was made by a check, we will require 6 consecutive months of payment made with cash or money order. If bank draft was returned, we will remove the account from bank draft and will require 6 consecutive months of payment made with cash or money order. Failure to pay returned checks or bank drafts are subject to disconnection. If no payment or response by the due date given once you are notified, your service will be disconnected immediately.

Thank you for your cooperation. Welcome to the South Fork Utility District

Helpful Numbers:

Fire Department: 423-538-6121

Our office: 423-573-4183 or

BTES: 423-968-1526

Police General Calls: 423-989-5600

423-573-4173

TN One: 1-800-351-1111

WAYS TO PAY YOUR BILL

You can pay here in the office with check, cash, money order and we also take debit/credit cards with the exception of American Express. Make check payable to South Fork Utility District. We also offer Automatic Bank Draft, as well as payments by phone at 1-888-585-1636 or online @ www.southforkutilitytn.com. We have a night drop to the right of the front door. If you pay by mail, our address is: 2800 Highway 421 Suite 5, Bristol TN 37620. Our office hours are Tuesday-Friday 7:00 am-5:30 pm.

Water rates are as follows: Minimum bill is \$21.00 + tax= \$23.00. Each additional 1,000 gallons is an additional \$9.45.

SOUTH FORK UTILITY DISTRICT

2 (TWO) PHOTO IDENTIFICATION REQUIRED WHEN APPLYING FOR SERVICE

1. NAME (TO APPEAR ON BILL): _____
2. SPOUSE OR OTHER NAME: _____
3. MARITAL STATUS: SINGLE _____ MARRIED _____
4. DATE OF BIRTH: _____ SPOUSE OR OTHER DATE OF BIRTH: _____
5. PHONE#: _____ SPOUSE OR OTHER PHONE#: _____
6. DRIVERS LICENSE #: _____
7. SPOUSE OR OTHER DRIVER LICENSE #: _____
8. SOCIAL SECURITY #: _____
9. SPOUSE OR OTHER SOCIAL SECURITY#: _____
10. SERVICE ADDRESS: STREET _____
CITY _____ STATE _____ ZIP CODE _____
11. EMAIL ADDRESS: _____
12. IF THIS IS A RENTAL WHO IS YOUR LANDLORD:
NAME: _____ PHONE: _____
ADDRESS: _____
13. TYPE OF STRUCTURE: HOUSE _____ TRAILER _____ OTHER _____
14. PLACE OF EMPLOYMENT: _____ PHONE: _____
15. EMERGENCY CONTACT OF RELATIVE NOT AT THIS ADDRESS:
NAME: _____ PHONE #: _____
16. LIST ALL PERSONS WHO WILL BE RESIDING HERE: _____

NOTE FOR NEW TAPS: IT IS NOT ALWAYS POSSIBLE FOR THE OFFICE STAFF TO KNOW THE LOCATION WHERE THE DISTRICT DOES OR DOES NOT HAVE A WATERLINE. IF THE LOCATION THAT THE APPLICANT HAS APPLIED FOR SERVICE AT DOES NOT HAVE WATER LINE, THEN THE ONLY OBLIGATION THE DISTRICT HAS TO THE APPLICANT IS TO REFUND ANY MONEY PAID. THE APPLICANT BY SIGNING THE APPLICATION UNDERSTANDS AND AGREES TO THIS. UNDER PENALTY OF PERJURY, I DECLAIR THAT I HAVE EXAMINED THIS APPLICATION, AND TO THE BEST OF MY KNOWLEDGE AND BELIEF, IT IS TRUE, CORRECT, AND COMPLETE.

SIGNATURE: _____ **DATE:** _____
SIGNATURE (SPOUSE OR OTHER): _____ **DATE:** _____

FOR OFFICE USE ONLY:

AMOUNT PAID _____ METHOD OF PAYMENT _____ CLERKS INITIALS _____
DATE COMPLETED AND CLOSED _____ CLERKS INITIALS _____

SOUTH FORK UTILITY DISTRICT

Automatic Bank Draft Enrollment Form

Please Print Clearly or Type

I (we) authorize South Fork Utility District and the financial institution shown below to automatically debit the bank account shown below for payment of all bills issued. I understand that it is my responsibility to notify South Utility District, in writing, if I change banks or account numbers. This authorization will be in effect until either party gives written notice to the other of termination. I understand my notice of termination must be received in time to have reasonable opportunity to act.

South Fork Utility District Acct. #: _____

Customer Name: _____

Daytime Phone: _____

Account Type: Checking _____ Savings _____ **Bank Name:** _____

Routing #: _____ **Bank Account #:** _____

Customer's Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Signature: _____ **Date Signed:** _____

Mail Completed enrollment form to:
South Fork Utility District
2800 Highway 421 Suite 5
Bristol, TN 37620

Any Questions? Please Call – (423)-573-4173
(423)-573-4183

PLEASE ATTACH A VOIDED CHECK

FOR OFFICE USE ONLY:

SET UP IN SYSTEM: _____ Date _____