

**NOTICE OF WATER RATE INCREASE 2022, UPDATE CUSTOMERS ON POLICY ON LEAK ADJUSTMENTS, AND POLICY ON PLANTING (TREES, BUSHES, PLANTS, ETC. AROUND METERS)**

NOTICE OF INCREASE FOR WATER RATES

CHARGES EFFECTIVE FOR UTILITIES BILLED BEGINNING JANUARY 1,2022.

PLEASE NOTE, THIS LETTER SERVES AS A 30 DAY NOTICE OF RATE INCREASES.

Dear South Fork Utility Customer,

This letter is to inform you of the new rates going into effect for the January 1, 2022, billing cycle. Water service rates will increase the first of every year. As utility costs throughout the industry continue to rise the South Fork Utility District Board of commissioners is committed to managing those costs and staying efficient while upholding the community's commitment to a sustainable future. These rate adjustments will help ensure the reliability and affordability of basic water services throughout the South Fork Utility District.

Policy on Leak Adjustments: Customers are allowed a one time a year adjustment for a water leak on their side of the meter. New requirements for a water leak adjustment – Customer's water bill must be at least \$500.00 and not to exceed \$1000.00. If water bill is over \$1000.00 customer will pay \$1000.00 on bill plus cost of water to utility district. Customer must also bring proof of leak repair meaning invoice from plumber or receipts of parts being purchased to repair leak.

Policy on Planting Trees, Bushes, Plants, Etc. Around Meters: Our service staff needs to always be able to access our water meters for efficient, accurate readings, without safety concerns from encroaching trees, bushes, plants, etc. that can injure our employees as they attempt to access your meter box. Any trees, bushes, plants, etc. planted within 6ft of a meter box will not be replaced by utility district if damage is caused to them dues to utility district accessing meter box for any reason.

The 2022 rate adjustments are based on a cost-of-service analysis to ensure that each utility customer pays their proportionate share of the costs to provide services.

If you have questions about the rate changes, please contact:

- South Fork Utility District at 423-573-4173 or 423-573-4183  
Monday through Friday, 8:30 a.m. to 4:30 p.m.
- Or you may visit [www.southforkutilitytn.com](http://www.southforkutilitytn.com) where you can view a detailed overview of the new rates and to pay bill online.

11/25/2021

Thank you,

South Fork Utility District Board of Commissioners