



MAGGIE VALLEY SANITARY DISTRICT  
Common Questions Asked About Your Service Connection

1. Billing will begin one month after meter has been installed unless customer requests a specific date meter needs to be activated. Meter will remain locked until agreed date.
2. **Readiness to Serve-** A minimum monthly charge will continue unless the customer calls to discontinue service. If the meter is inactive at any time a \$200.00 reconnect will be charged to restore service for water customers and a \$400.00 reconnect will be charged to restore service for water and sewer customers. If you live in the Smoky Mountain Retreat area there is a \$500.00 reconnect to restore service. **We do not offer seasonal rates.**
3. All bills with a two month balance are subject to interruption of service. Before service can be restored, the bill shall be paid in full in addition to a \$35.00 service charge. **No checks can be accepted to restore service.** Water will not be turned back on until or after 3:00p.m.that business day. If water bill is paid after 3:00 p.m. there will be a \$50.00 service charge.
4. The customer is responsible for keeping the meter location accessible at all times. This includes trees, shrubs, fences and anything that could obstruct the meter location.
5. The customer shall furnish and maintain a private cut-off valve on the customer side of the meter. The District will provide a valve on the District side of said meter.
6. District will make reasonable efforts to avoid interruptions of service, but does not guarantee the customer any fixed pressure or continuous service. When service interruptions occur, service will be reestablished within the shortest time possible. The District shall not be liable for any loss or damages of any kind whatsoever for any interruption of service.
7. A pressure reducing valve shall be required in all homes, apartments and business buildings to provide protection against variations in pressure. The District shall not be liable for any damages to customers plumbing or property caused by high pressure, low pressure or fluctuation or pressure. The piping and connections beyond the meter shall be kept in good repair and maintained by the customer.

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Customer Signature

Date

