



MAGGIE VALLEY SANITARY DISTRICT
Common Questions Asked About Your Service Connection

1. Billing will begin one month after the meter has been installed unless the customer requests a specific date meter needs to be activated. Meter will remain locked until the 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 \$700.00 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 3:00 p.m. that business day. If the 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. The 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 re-established 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 of pressure. The piping and connections beyond the meter shall be kept in good repair and maintained by the customer.

Customer Signature

Date



MAGGIE VALLEY SANITARY DISTRICT
Common Questions asked about your service connection

1. Billing will begin one month after the meter has been installed unless the customer requests a specific date meter needs to be activated. Meter will remain locked until the 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 \$700.00 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 3:00 p.m. that business day. If the 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. The 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 re-established 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 of pressure. The piping and connections beyond the meter shall be kept in good repair and maintained by the customer.

8. Your monthly bill will be:

Water only:	\$28.00	\$29.00	\$31.00	\$33.00	\$87.00
Water/Sewer:	\$45.85	\$46.85	\$48.85	\$64.75	GARBAGE \$8.00
Sewer Only: 2 Bedroom:	\$27.95	3 Bedroom:	\$30.15	Over 3 Bedrooms:	\$33.50

Your bill is for 3,000 gallons. Anything over for every 1,000 gallons used there will be an additional charge of:

- Water only: \$7.00 per 1,000 gallons.
- Smoky Mountain Retreat: \$13.00 per 1,000 gallons.
- Sewer: (Inside City Limits) \$6.15 per 1,000 gallons.
- Sewer: (Outside City Limits) \$10.10 per 1,000 gallons.
- Sewer: Dellwood Road \$8.95 per 1,000 gallons.

 Customer Signature

 Date

PO BOX 1029
 828-926-0145
 TOLL FREE 1-888-207-9197
 FAX 828-926-0596

CUSTOMER COPY

www.maggiewater.myruralwater.com
maggievalleywater@yahoo.com