

NIOTA WATERWORKS CUSTOMER INFORMATION

Rental Customers are required to pay a \$200 **NON-REFUNDABLE** service fee prior to activating their service. If you are the Property Owner, there is a **NON-REFUNDABLE** service fee of \$100.00.

Your bill will be mailed to you on or near the 5th of every month and is due on the 25th. On the 26th a 10% late fee will be assessed on your unpaid bill. **Your bill MUST be paid in full every month or you are subject to disconnection 5 business days after the due date for your past due bill.** There will be an additional \$50 reconnection fee if bill is paid prior to 4pm -or- \$75.00 if paid between 4:01pm until 9pm, Monday thru Friday. There are NO weekend or holiday reconnections. Our Water Superintendent and Water Techs are not permitted to accept any payments out in the field. If the office is closed, you may pay online. The past due bill including the reconnection fee **must** be paid in full and verified before your service reconnection is assigned. ***IF YOU REMAIN UNPAID 30 DAYS AFTER YOU ARE DISCONNECTED FOR NON-PAYMENT, YOUR ACCOUNT WILL BE CLOSED AND SENT TO COLLECTIONS. IF YOU WISH TO RE-ESTABLISH SERVICE, YOU MUST REAPPLY FOR SERVICE INCLUDING SHOWING PROOF OF RESIDENCY AND PAY ALL REQUIRED FEES AT FULL PRICE.***

WE DO NOT SEND OUT SECOND NOTICES OR REMINDERS

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 the prior reading, a **\$300 tampering fine** will be assessed and the meter may be removed and we will calculate fees for stolen water. If you have a water leak and you need to have your water temporarily shut off, you must shut it off at your shut off valve, **NOT OUR METER.** If you shut our meter off yourself, you are at risk for a \$300 tampering fine plus any damages that may occur to the meter. Tampering is a misdemeanor and you may be summoned to General Sessions Court and are responsible for all costs. If you damage any part of the meter or Niota Waterworks equipment, you 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.

Customers **must** install a shut-off valve and a Pressure Reducer Valve (PRV) on their side of the water meter if their water line is repaired/replaced at the meter before the Superintendent turns the service back on OR if you are establishing a new account/service tap. If you need the Superintendent to temporarily shut the water off for repairs, there is a possible \$50.00 fee during our normal business hours if he needs to go out more than twice in the same day. This fee is at the discretion of the Water Superintendent. If the meter needs to be shut off after normal business hours, there will be a \$50.00 'call-out' fee that will be added to your next water bill. These fees may be avoided if the home has its own shut-off valve right outside the meter box and you use it instead.

IF YOU MOVE-- Niota Waterworks requires **3 DAYS NOTICE** in writing including a forwarding address so we may discontinue your service and get the final meter reading. It is your responsibility to keep our office updated of changes in your mailing address or phone numbers or if you are moving. If you have a deposit on file with us, your deposit will be calculated during the next billing cycle your route is on and a refund, if any, will be mailed to you within 7 business days to your new address. If you have a final balance due, it is due

promptly. If an active account remains unpaid for 45 days or more, the account will be closed and sent to our collections department. A customer with any previous unpaid balances must

pay it in full before any new services will be rendered. If an account is sent to collections- it must be paid directly to the collection agency.

YOU WILL REMAIN RESPONSIBLE FOR THE BILL UNTIL YOU TAKE THE SERVICES OUT OF YOUR NAME WHEN YOU MOVE.

There is a \$32.00 fee for non-sufficient funds/returned (NSF) checks and we will require 6 consecutive months of payments with another form of payment. Failure to pay NSF and all fees due within 3 days' notice will leave you subject to disconnection. If we cannot reach you to discuss your repayment due to an invalid phone number, your service will be tagged disconnected immediately.

If you live inside the city limits of Niota, you may have sewer charges on your bill too. Residential customers will also have a Sanitation service fee of \$13.00 each month that will be included on your bill. Please put household garbage in a minimum 4-gallon size bags and in cans with a lid at the end of your driveway every Friday morning **by 7 am** for pick-up. There is a 6 bag per week maximum limit. **PLEASE DO NOT HOARD YOUR GARBAGE!** We are not responsible for torn or spilled garbage. For larger item pick-ups, please call the Water Dept. for pick up arrangements.

Thank you for your cooperation. Welcome to Niota, Tennessee!!

Helpful Phone Numbers:

Water Department 423-568-2579 City Hall/Depot 423-568-2584

*****EASY WAYS TO PAY!*****

Pay in our **OFFICE- cash, check or card**, the first lane in the **DRIVE THRU- cash or check only** located behind the building, or the **DROP BOX 'DEPOSITORY'** box located just past the drive-up window- cash or check only please!

Pay by **MAIL** to: PO BOX 515 Niota, TN 37826
PLEASE MAKE CHECKS PAYABLE TO "NIOTA WATERWORKS"

PAY ONLINE

REGISTER YOUR ACCOUNT AT CITISENPORTAL.COM WHEN YOU REGISTER AT CITY OF NIOTA UTILITY BILLING WITH YOUR 12 DIGIT ACCOUNT NUMBER AND LAST NAME, FIRST NAME EXACTLY AS IT SHOWS ON YOUR BILL, YOU WILL GET REMINDERS IN YOUR EMAIL TO PAY YOUR BILL EVEN IF YOU PAY IT IN THE OFFICE!

E-BILL IS AVAILABLE

BRING YOUR VOIDED CHECK TO THE OFFICE TO GET SIGNED UP TO AVOID DISCONNECTION AND LATE FEES!!

TO FILE A WATER LEAK / WATER LINE CLAIM CALL: 423-617-0999

Account# _ _ _ _ - _ _ _ _ _

VISIT OUR WEBSITE AT CITYOFNIOTA.ORG TO VIEW ALL OF OUR ACTIVITIES!!

Water rates and service fees are available upon request.