

OPERATING PROCEDURE, FEES & WATER RATES AS OF MARCH 2021

FEES:

- \$75.00 **NON-REFUNDABLE OR TRANSFERABLE CONNECTION FEE.**
- **\$125.00 NON-REFUNDABLE OR TRANSFERABLE CONNECTION FEE**
- TAP FEE FOR A NEW METER IS \$1300.00
- **\$50.00 SERVICE FEE FOR NON-PAYMENT**
- **\$50.00 FEE FOR CALLS AFTER 4:00 P.M. NO AFTER HOUR TURN ONS AFTER 8:00 P.M.**
- **THERE IS A \$35.00 CHARGE FOR ALL RETURNED CHECKS.**
- **\$75.00 CHARGE FOR CUTTING A LOCK THAT HAS BEEN PLACED ON A METER FOR ANY REASON OR TAMPERING WITH A METER IN ANY WAY.**
- **THERE WILL BE A MINIMUM CHARGE OF \$500.00 FOR ANY UNMETERED WATER USED FOR ANY REASON.**
- **FOR DEVELOPERS, THE PRIVILEGE FEES ARE HALF OF THE TAP FEE.**

METER READING AND TESTING:

- METERS ARE READ THE MIDDLE OF EACH MONTH.
- IF YOU FEEL YOUR METER IS NOT WORKING CORRECTLY, IT CAN BE SENT TO A THIRD PARTY FOR TESTING WITH YOUR WRITTEN APPROVAL. IF THE METER IS FOUND TO BE FUNCTIONING PROPERLY, THERE WILL BE A \$40.00 SERVICE FEE ADDED TO YOUR ACCOUNT, AND YOU ARE RESPONSIBLE FOR ALL BILLING. IF THE METER IS FOUND TO **NOT** BE WORKING CORRECTLY, THERE WILL BE NO SERVICE FEE ASSESSED TO YOUR ACCOUNT. YOUR ACCOUNT WILL BE REVIEWED TO IDENTIFY ANY BILLING THAT IS OUT OF LINE.

BILLING:

- BILLS ARE MAILED THE LAST WORKING DAY OF THE MONTH.
- BILLS ARE DUE ON THE 10TH OF EACH MONTH. IF THE 10TH FALLS ON A HOLIDAY OR WEEKEND THE BILL CAN BE PAID ON THE NEXT WORKING DAY WITH NO LATE FEE.
- A 10% LATE FEE WILL BE ADDED TO THE WATER FOR ALL BILL PAYMENT RECEIVED .
- **FAILURE TO RECEIVE A BILL DOES NOT RELIEVE THE CUSTOMER FROM ANY PAYMENT OBLIGATIONS, PENALTIES OR LATE FEES.**

PAYMENTS:

- PAYMENTS MAY BE MADE WITH CASH, CHECK OR MONEY ORDER. WE DO NOT ACCEPT DEBIT OR CREDIT CARDS BY PHONE IN OUR OFFICE. THE NUMBER TO PAY BY PHONE IS 1-855-282-7583. THE NUMBER FOR TECH SUPPORT IS 1-800-639-2435 EXT. 3030
- **PAY ONLINE** AT www.woodlawnutility.com TO GET SIGNED UP YOU WILL NEED YOUR ACCOUNT NUMBER AND YOUR CURRENT READING. YOU WILL ONLY NEED YOUR CURRENT READING THE FIRST TIME YOU SET UP THE ON LINE PAYMENT. **PLEASE REMEMBER YOUR USERNAME AND PASSWORD. WE DO NOT KEEP THOSE IN THE OFFICE.**
- **ONLINE AND PHONE PAYMENTS ARE ONLY ACCEPTED UNTIL 5:00 P.M. CST ON THE 20TH. AFTER THE 20TH , BOTH SYSTEMS WILL BE UNAVAILABLE FOR PAYMENTS UNTIL THE 22ND. THESE DATES ARE SUBJECT TO CHANGE IF THE 20TH FALLS ON A WEEKEND OR A HOLIDAY. PLEASE CALL THE OFFICE BEFORE MAKING A PAYMENT ONLINE OR OVER THE PHONE AFTER THE 20TH OF THE MONTH. IF YOU DO NOT, DELAYS IN RECONNECTION OF SERVICE ARE POSSIBLE**
- **AUTOMATIC BANK DRAFTS – PICK UP A FORM AT OUR OFFICE AND RETURN IT WITH A VOIDED CHECK. THE PAYMENT IS TAKEN OUT ON THE 8TH OF THE MONTH. YOU WILL STILL GET A BILL BUT IT WILL SAY MEMO DO NOT PAY. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO CONTACT THE OFFICE IF YOU HAVE A HIGHER-THAN-NORMAL BILL AND WANT TO BE REMOVED FROM BANK DRAFT. YOU WILL NEED TO COME IN THE OFFICE AND SIGN A FORM REQUESTING TO BE TAKEN OFF.**

FEE FOR USING CREDIT/DEBIT CARDS

WEB PAYMENTS

CREDIT/DEBIT CARD	\$000.01-\$200.00	\$2.50
CREDIT/DEBIT CARD	\$201.01-\$5000.00	2.75%

PHONE PAYMENTS

CREDIT/DEBIT CARD	\$000.01-\$5000.00	2.75% W/MIN OF \$3.50
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IN OFFICE PAYMENTS

CREDIT/DEBIT CARD	\$000.01-\$5000.00	2.75% W/MIN OF \$1.50
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CUT OFF:

- **BILLS THAT ARE NOT PAID BY THE 20TH WILL HAVE SERVICES DISCONNECTED ON THE 21ST. IF THE 20TH FALLS ON A WEEKEND OR HOLIDAY YOU WILL HAVE THE NEXT WORKING DAY TO PAY.**
- **A \$50.00 NON-PAYMENT FEE WILL BE ADDED TO ALL UNPAID ACCOUNTS AT 7:30 A.M. ON THE DAY OF TERMINATION.**
- **ALL SERVICES THAT ARE NOT PAID WILL BE LOCKED ON DAY OF TERMINATION**
- **SERVICES WILL NOT BE UNLOCKED UNTIL THE BILL AND THE CUT OFF FEE IS PAID IN FULL.**
- **IF SERVICE IS INTERRUPTED FOR NONPAYMENT AND CUSTOMER CHOOSES TO PAY BY PHONE OR ONLINE ON TERMINATION DAY OR AFTER, THE CUSTOMER MUST ADD THE \$50.00 NONPAYMENT FEE TO THE AMOUNT OWED ON THE BILL. ONLINE AND PHONE PAYMENTS ARE NOT IMPORTED INTO OUR OFFICE UNTIL THE NEXT BUSINESS DAY. IF A BILL IS PAID OVER THE PHONE OR ONLINE AFTER THE 20TH THE WATER WILL NOT BE TURNED BACK ON UNTIL THE NEXT BUSINESS DAY. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO CALL THE OFFICE TO SEE IF THE PAYMENT HAS BEEN RECEIVED.**
- **ABSOLUTELY NO SERVICE CHARGE WILL BE CARRIED OVER.**

LEAKS AND ADJUSTMENTS:

- **NO ADJUSTMENTS ARE MADE TO WATER ACCOUNTS FOR FILLING POOLS. ACCOUNTS WITH SEWER MAY QUALIFY FOR ADJUSTMENT FOR FILLING A POOL AS DETERMINED BY CLARKSVILLE GAS & WATER. YOU MUST KEEP A RECORD OF THE DATE YOU BEGIN FILLING YOUR POOL, THE METER READING ON THAT DATE, THE DATE YOU FINISH FILLING YOUR POOL AND THE METER READING ON THAT DATE. CLARKSVILLE GAS & WATER WILL ONLY ADJUST SEWER BILLING ONCE PER YEAR WHEN FILLING A POOL.**
- **EFFECTIVE WITH THE MAY 2021 BILLING, WOODLAWN UTILITY WILL NO LONGER DO ADJUSTMENTS. WOODLAWN UTILITY HAS PARTNERED WITH SERVLIN BY HomeServe, TO DO ALL ADJUSTMENTS. THIS IS AN OPT OUT PROGRAM. IF YOU CHOOSE TO OPT OUT AND DO HAVE A LEAK, THE CUSTOMER WILL BE RESPONSIBLE FOR THE ENTIRE BILL.**

EXTENSION POLICY:

- **CUSTOMER MUST HAVE A 12 MONTH HISTORY OF PAYING ON OR BEFORE THE 20TH OF THE MONTH.**
- **ONLY 3 EXTENSIONS ARE ALLOWED IN A 12 MONTH PERIOD.**
- **IF AT ANY TIME AN ARRANGEMENT IS BROKEN THE CUSTOMER MUST PAY BALANCE IN FULL. IF BALANCE IS NOT PAID IN FULL SERVICE WILL BE LOCKED UNTIL PAYMENT IS MADE. CUSTOMER WILL NOT BE CONSIDERED FOR ANOTHER ARRANGEMENT UNTIL ANOTHER YEAR OF PAYMENTS IS MADE ON OR BEFORE THE 20TH OF THE MONTH.**
- **IF CUSTOMER MAKES A PAYMENT ARRANGEMENT PRIOR TO CUT-OFF TO AVOID INTERRUPTION OF SERVICE AND ARRANGEMENT IS BROKEN THE SERVICE WILL BE LOCKED AND THE CUSTOMER WILL HAVE TO PAY BILL IN FULL PLUS THE \$50.00 SERVICE FEE.**

RETURN CHECK POLICY:

A CUSTOMER THAT HAS A CHECK RETURNED TO WUD FOR NON-SUFFICIENT FUNDS WILL HAVE A LETTER PLACED IN THEIR DOOR STATING THE AMOUNT OF THE CHECK PLUS THE \$35.00 RETURN CHECK FEE. YOU WILL BE GIVEN TWO DAYS FROM THE DATE OF THE LETTER TO PICK

UP THE CHECK WITH CASH OR MONEY ORDER ONLY. IF CHECK IS NOT PICKED UP BY THE DUE DATE SERVICE WILL BE LOCKED AND NOT TURNED BACK ON UNTIL AMOUNT IS PAID IN FULL.

- **IF A CHECK IS SUBMITTED FOR PAYMENT ON THE LAST DAY TO PAY BEFORE CUT-OFF AND IS RETURNED THE SERVICE WILL BE LOCKED UNTIL THE CHECK, RETURNED CHECK FEE AND A \$50.00 SERVICE FEE FOR INTERRUPTION OF SERVICE ARE PAID IN FULL.**
- **ANY RETURNED ACH WILL BE TREATED THE SAME AS A RETURNED CHECK.**
- **AFTER 3 RETURNED CHECKS OR ACH PAYMENTS IN A 12 MONTH PERIOD CUSTOMER'S ACCOUNT WILL BE FLAGGED TO NO LONGER ACCEPT ANY CHECKS ON THAT ACCOUNT OR WILL BE REMOVED FROM ACH. AFTER A 12 MONTH PERIOD WITH NO PAYMENTS MADE AFTER THE 20TH OF THE MONTH THE ACCOUNT WILL BE RE-EVALUATED.**
- **ANY ACCOUNT THAT HAS BEEN FLAGGED TO NOT ACCEPT CHECKS WILL BE CONSIDERED NOT PAID, IF PAYMENT IS MADE WITH A CHECK. THE ACCOUNT IS SUBJECT TO INTERRUPTION OF SERVICE AND ADDITIONAL SERVICE FEES.**
- **IF A CHECK IS RETURNED ON A CLOSED/FROZEN ACCOUNT THE ACCOUNT WILL BE LOCKED UNTIL THE RETURNED CHECK/ACH AND ALL FEES ARE PAID IN FULL.**
- **IF A CUSTOMER STOPS PAYMENT ON A CHECK FOR ANY REASON, THE CUSTOMER WILL NEED TO NOTIFY WUD. IF CHECK IS RETURNED FOR STOP PAYMENT AND WUD HAS NOT BEEN NOTIFIED, THE \$35.00 RETURN CHECK FEE WILL BE ADDED TO THE ACCOUNT AND THE ACCOUNT WILL BE LOCKED UNTIL CHECK AND ALL FEES ARE PAID**
- **IF A CUSTOMER IS ON BANK DRAFT AND FOR ANY REASON CHANGES BANK INFORMATION, IT IS THE CUSTOMERS RESPONSIBILITY TO CONTACT OUR OFFICE BEFORE THE NEXT BILLING CYCLE, TO PROVIDE THE NEW BANK INFORMATION. IF A BANK DRAFT IS RETURNED WITH ACCOUNT CLOSED, THE \$35.00 RETURN CHECK FEE WILL BE ADDED TO THE ACCOUNT AND THE ACCOUNT WILL BE LOCKED.**

COLLECTIONS:

- **IF AN ACCOUNT GOES LONGER THAN 6 MONTHS WITHOUT PAYMENT AFTER IT WAS TURNED OFF, IT WILL BE TURNED OVER TO THE COLLECTION AGENCY, CREDIT BUREAU SYSTEMS. IF YOU HAVE QUESTIONS ABOUT AN ACCOUNT THAT WAS TURNED OVER TO COLLECTIONS, OR WANT TO MAKE A PAYMENT, YOU WILL NEED TO CALL THEM DIRECTLY AT 1(800)627-5614.**

NEW WATER LINE POLICY:

- **ONE METER IS REQUIRED TO BE SET EVERY 1/10 OF A MILE IF WOODLAWN UTILITY DISTRICT DEEMS THAT IT IS FEASIBLE FOR THE DISTRICT**
- **CUSTOMERS CONNECTING TO THE NEW WATER LINE MUST PAY AT LEAST A MINIMUM WATER BILL FOR NO LESS THAN 42 MONTHS.**

OFFICE HOURS AND EMERGENCY NUMBER:

- **OFFICE HOURS** 7:30 A.M. – 4:00 P.M. MONDAY - FRIDAY
- **EMERGENCY NUMBER** (931) 552-2921

**WATER RATES:
0 TO 1000 – 23.29 NOT INCLUDING TAX
11.50 PER THOUSAND**

SEWER:

- **SEWER IS AVAILABLE IN LIMITED AREAS. CLARKSVILLE GAS & WATER IS RESPONSIBLE FOR ANY MAINTENANCE OR SERVICE REQUIRED ON THE SEWER SYSTEM. TO ADDRESS ANY OF THESE ISSUES, CALL (931)645-7400. WOODLAWN UTILITY IS ONLY RESPONSIBLE FOR THE BILLING.**
- **BILLING FOR SEWER IS BASED ON WATER CONSUMPTION. SEWER RATES ARE SET BY CLARKSVILLE GAS & WATER AND CANNOT BE CHANGED BY WOODLAWN UTILITY.**

SEWER RATES:

WITHIN CITY LIMITS:	OUTSIDE CITY LIMITS:
\$8.07 PER 1,000 GALLONS	\$14.14 PER 1,000 GALLONS FOR FIRST 2,000 GALLONS
	\$14.14 PER 1,000 GALLONS AFTER FIRST 2,000 GALLONS

MIMUM (SEWER) BILL PER MONTH SHALL BE BASED ON TWO THOUSAND (2,000) GALLONS

“WOODLAWN UTILITY IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.”