WOODLAWN UTILITY DISTRICT
2172 WOODLAWN RD
WOODLAWN, TN 37191
O: (931) 552-2921 F: (931) 552-0432
https://woodlawnutility.com office@woodlawnutility.com

OPERATING PROCEDURES, FEES & WATER RATES AS OF MARCH 1, 2026

FEES:

- $75.00 NON-REFUNDABLE, NON-TRANSFERABLE CONNECTION FEE FOR WATER.
- $125.00 NON- REFUNDABLE, NON-TRANSFERABLE FOR HOMES THAT HAVE SEWER ○ EX: FOR A HOME WITH SEPTIC: $75.00 FOR WATER SERVICE ○ EX: FOR A HOME WITH SEWER: $75.00 FOR WATER SERVICE AND $125.00 FOR SEWER (TOTAL DUE AT REQUEST OF SERVICE $200.00)
- Tap fee starts at $2,000.00 for a 5/8-inch meter (this is standard size), if an alternate size is needed that amount will be provided.
- You are subjected to a $50.00 non-payment fee if payment is not received by the 20th of the month. If prior arrangements have been made prior to the 20th with yourself and the office, then this fee is waived
- $50.00 after hours fee for all calls after 4:00pm (Monday- Friday). No after hour Turn-Ons after 8:00 pm
- There is a $30.00 returned check fee
- $75.00 fee for cutting a lock that has been placed on the meter for any reason or tampering with the 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 $1,000.00 per meter/

METER READINGS:

- Meters are read the middle of the month to the middle of the month (typically around the 15th)
- Our reading window operates on a 3–4-day window span centralized around the middle of each month.

BILLING:

- Bills are mailed by the last working day of the month
- Bills are due by the 10th of each month. If the 10th falls on a weekend and/or holiday your bill can be paid the following business day WITHOUT penalty
- ALL ACCOUNTS are subject to a 10% late fee for payments not received by the due date
- FAILURE TO RECEIVE A BILL DOES NOT RELIEVE THE CUSTOMER FROM ANY PAYMENT OBLIGATIONS, PENALTIES OR LATE FEES. WE ARE NOT RESPONISBLE FOR THE MAIL DELIVERY SYSTEM.

- Any account in active status that retains a credit balance will utilize that balance for future billing until the credit issued no longer exists or the account is terminated, and a forwarding address is provided.
- It is the customers' responsibility for monitoring their credit balance. If you are unsure of what your balance is please contact us at the office (931) 552-2921
- If you enroll your account(s) in bank draft and have a credit balance, your account will still draft each month, and the credit will sit on the account and not be utilized. If this happens, please reach out to the office and we can remove you from bank draft

  BEFORE THE 1ST OF THE MONTH. It is the customer's responsibility to re-enroll in bank draft after the credit amount is gone.

PAYMENTS:

- Payments may be made with cash, check, money order, credit/debit card. WE DO NOT ACCEPT DEBIT OR CREDIT CARD PAYMENTS BY PHONE IN THE OFFICE. There is a night drop located to the left right past the drive thru window. The number to pay by phone is 855-282-7583. YOU WILL NEED YOUR ACCOUNT NUMBER WHEN PAYING BY PHONE IF YOU ARE UNSURE OF IT, THEN PLEASE CONTACT THE OFFICE OR CHECK YOUR ONLINE PORTAL IF YOU HAVE ONE SETUP.
- You can also pay online and set up Auto-Pay using a debit/credit card by visiting our website at https://woodlawnutility.com IF you choose to set up an online portal you will need your account number and the last name on the account or the service address. If you have issues accessing your online portal, then please contact us here at the office and we will be more than happy to assist you
- AUTOMATIC BANK DRAFTS- You can sign up for bank draft at the office, or by printing the form off the website, completing, and returning to the office. It is not required to provide a voided check but is helpful in making sure that your routing and account numbers are correct. We draft every month on the 10th unless the

  10th falls on a Saturday, Sunday, or holiday, then it is drafted the following business day. You will still receive a bill but it will state "PAID BY DRAFT DO NOT PAY"

FEE FOR USING CREDIT AND DEBIT CARDS

ALL PROCESSING FEES ARE THE SAME THRU THE WEBSITE, PHONE AND OFFICE

$0.00-$50.00	$2.50
$50.01-$5,000.00	$2.50+2.8%

NON-PAYMENT:

- Bills that are not paid by the 20th will be subject to a $50.00 non-payment fee and termination of services. If the 20th falls on a weekend or holiday you have until the next business day to make payment without termination and a non-payment fee

- All services that are not paid will be locked on the day of termination unless prior arrangements have been made by the 20th of each month.
- Services will not be unlocked until the bill and non-payment fee have been paid IN FULL
- If service is interrupted for non-payment and the customer chooses to pay by phone or online, YOU MUST CALL THE OFFICE AFTER YOU MAKE THE PAYMENT SO THAT WE CAN GET YOUR SERVICES RESTORED.
- No service charges will be carried over under no circumstances

LEAKS AND ADJUSTMENTS

- If you have a leak, fix your leak, and then reach out to the office, then to Servline (931) 538-1660

NO ADJUSTMENTS ARE MADE FOR FILLING POOLS OR WATERING YOUR LAWN,
UNLESS YOUR HOME RECEIVES SEWER SERVICE. CONTACT THE OFFICE FOR MORE INFORMATION

YOU NEED MORE TIME TO PAY YOUR BILL, CALL OR STOP BY THE OFFICE

- COMMUNICATION IS KEY! JUST CALL US AND TALK TO US!
- You as the customer are given 3 payment extensions/arrangements in a 12-month period.
- If at any time your arrangement is broken, you will be responsible for the full bill amount. If balance is not paid in full, customers are subject to a $50.00 nonpayment fee and services terminated.

RETURN CHECK POLICY

- A customer that has a checked returned to Woodlawn Utility District for nonsufficient funds will have a letter placed in their door stating that the amount of the check plus $30.00 return check fee. You will be given two days from the date of the letter to pick up the check with cash, money order or debit/credit card. If check is not picked up by the due date service will be locked and not reinstated until the amount is paid in full
- IF A CHECK IS SUBMITTED ON THE LAST DAY TO PAY AND IS RETURNED, A $50.00 NON-PAYMENT FEE WILL BE ADDED TO THE AMOUNT OF THE CHECK. SERVICES WILL BE TERMINATED UNTIL THE BILL, RETURNED CHECK FEE AND NON-PAYMENT FEE ARE PAID IN FULL
- A return ACH will be treated the same as a return check.
- After 3 returned checks or ACH payments in a 12-month period, your account will be flagged, and no more checks will be accepted on the 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 ACH/Check, and all fees are paid in FULL.

COLLECTIONS

- If an account goes longer than 6 months without payment after it was turned off, it will be turned over to a collection agency. Credit Bureau Systems is the agency that Woodlawn Utility District uses. 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 are Monday – Friday 7:30am to 4:00 pm
- We are closed for the following holidays: New Years Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day
- In the event of an emergency and it is after normal operating hours please call (931) 257-6910

WATER RATES

- 0 to 500 gallons- $23.29 not including tax
- $11.50 per thousand gallons SEWER RATES

- Sewer is available in limited areas only. Clarksville Gas and Water is responsible for any maintenance issues or service required on the sewer system. To address any of these issues, call (931) 645-7400. Woodlawn Utility District is **ONLY** responsible for the billing.
- Billing for sewer is based on water consumption, sewer rates are set by Clarksville Gas and Water and CANNOT be changed by Woodlawn Utility District
- Within the city limits $8.14 per 1,000 gallons
- Outside the city limits $14.24 per 1,000 gallons for the first 2,000 gallons, $14.24 per 1,000 gallons after the 1st 2,000 gallons

ADDITIONAL INFORMATION

You can view our yearly Consumer Confidence Report (CCR) by going to our website: https://woodlawnutility.com/ and clicking on forms