



# GLEN HILLS UTILITY DISTRICT

## CUSTOMER APPLICATION

2710 Newport Highway • P.O. Box 399  
Greeneville, TN 37744-0399



CUSTOMER NUMBER \_\_\_\_\_

ROUTE / ACCOUNT \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

DATE SERVICE REQUESTED \_\_\_\_\_

METER SIZE 3/4" \_\_\_ 1" \_\_\_ OTHER \_\_\_\_\_

It is the policy of the Glen Hills Utility District, "the District" to require that the applicant seeking service be the responsible party residing at the service address. Anyone seeking service who is acting on the applicant's behalf may be required by the District to provide the applicant's written verification as well as applicant's identification papers, as required below.

Whenever an application is made for service and the District has knowledge of a dispute as to the ownership of the right of occupancy at the service address, and one or more of the claimants attempts to prevent such service being furnished, the District reserves the right to adopt either one of the following two courses:

- a) Treat the applicant in actual possession of the premises at the service address as being entitled to such service, notwithstanding the rights or claims of other persons;
- b) Withhold service pending a judicial or other settlement of the rights of the various claimants.

THIS AGREEMENT, entered into by and between Glen Hills Utility District of Greene County, Tennessee, a utility established and existing under the laws of the State of Tennessee, hereinafter referred to as "the District" and the applicant, hereinafter referred to as "CUSTOMER":

Full Legal Name: \_\_\_\_\_

Full Legal Name: \_\_\_\_\_

Driver's License: \_\_\_\_\_

Driver's License: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Owner \_\_\_ Co-Owner \_\_\_ Renter \_\_\_ Other \_\_\_\_\_

Owner \_\_\_ Co-Owner \_\_\_ Renter \_\_\_ Other \_\_\_\_\_

Pin Number for Pay N Seconds \_\_\_\_\_

The District will send an electronic notification of charges incurred each month.  
The Customer must opt out of this service if they wish to receive paper bills.  
The Customer will be responsible for providing accurate contact information.

By my signature, I obligate myself to obey all rules and regulations of the utility and pay for all utility service at the service address in accordance with the prevailing rate schedule set by the Board of Commissioners. In the event of non-payment or unauthorized partial payment, I agree that the utility may terminate service and that all unpaid bills are immediately payable by me, including all costs of collection and attorney's fees. It is further understood that the DISTRICT has the right and shall continue to have the right to make, amend and enforce any policies, regulations or by-laws that may be necessary or proper regarding any DISTRICT matter. The CUSTOMER agrees to abide by such policies, rule & regulations or by-laws.

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

In consideration of payment by the CUSTOMER of certain fees detailed in the SCHEDULE OF RATES AND CHARGES, the DISTRICT agrees to furnish service to the service address listed herein, and the CUSTOMER agrees to purchase services from the DISTRICT, subject to the terms and conditions herein set forth.

- 1 ... The obligations of this contract shall be binding upon the executors, administrators and estate of the original parties, provided that no application, service agreement or service contract may be assigned or transferred without the written consent of the DISTRICT.
- 2 ... It is agreed that if CUSTOMER sells, subdivides or leases the property herein described, CUSTOMER will notify the DISTRICT in order that it may execute a new contract with the successor CUSTOMER.
- 3 ... It is understood and agreed that every condition of this contract is of the essence of the contract, and if breached, the DISTRICT may cut off one or all of its services to the service address and may not be reconnected except by order of the DISTRICT, after the payment of all rates and charges have been made by the CUSTOMER.
- 4 ... Services provided by the DISTRICT shall be supplied only to the applicant at the address named in this contract. CUSTOMER shall not connect any other dwelling or property to his service.
- 5 ... The meter and related appurtenances serving the CUSTOMER'S service address shall remain the property of the DISTRICT.
- 6 ... The DISTRICT or its agents reserve the right to make inspections of the service installation within the CUSTOMER'S premises upon reasonable notice and at reasonable time. The DISTRICT assumes no liability for the operation or maintenance of the CUSTOMER'S plumbing.
- 7... The CUSTOMER agrees to keep the property at the service address accessible and free from impediments to DISTRICT access, maintenance and meter reading. Upon notification from the DISTRICT, the CUSTOMER agrees to remove any impediments to DISTRICT access. If such impediments are not removed within such reasonable time as requested by the DISTRICT service will be disconnected. Service shall be reinstated after any impediments are removed and all bills, reconnection fees and other such fees are paid by the CUSTOMER.
- 8... The DISTRICT shall have the right to restrict, control or discontinue service at any time during emergencies or repairs. The DISTRICT shall not be liable for failure to furnish service for any reason beyond its control or for any loss, injury or damage to persons, plumbing or property resulting from such service curtailment or discontinuance.
- 9 ... The DISTRICT makes no guarantees, expressed or implied, as to service quality, quantity, pressure, consistency or continuity.
- 10 ... The DISTRICT shall, at its discretion, specify how and what uses may be made of service provided to CUSTOMER. If the CUSTOMER fails to comply with the uses so specified, service shall be discontinued.
- 11 ... All pressure regulators, valves, service lines and other devices located on the CUSTOMER'S side of the meter are the responsibility of the CUSTOMER. No pump may be installed on potable water lines without the written permission of the DISTRICT.
- 12 ... CUSTOMER agrees not to allow any cross-connection between DISTRICT service and a private well or any other connection, either inside or outside of any building, in such manner that a flow of water from such connection may potentially be introduced into DISTRICT service lines.
- 13 ... All requests for disconnection of service should be made either in writing or in person if possible. The utility will accept telephone requests for discontinuance if caller can give adequate identification. The DISTRICT will make every effort to respond within a reasonable time.
- 14 ... If the applicant fails to connect to the system when service is available and a tap is made, the CUSTOMER will pay the minimum bill until such time as the CUSTOMER installs his service or until such time as CUSTOMER notifies the DISTRICT that he no longer wishes service.
- 15 ... The CUSTOMER shall be responsible for installing and maintaining a pressure regulator device.
- 16 ... If the DISTRICT discontinues service for non-payment or any other reason and the service is turned on without authority of the DISTRICT, the DISTRICT shall charge a reconnection fee and penalty charge according to its Rates and Fees Schedule.
- 17 ... The CUSTOMER agrees that in the event any utility property is damaged, destroyed or tampered with by the fault of the CUSTOMER, it shall be repaired or replaced at the CUSTOMER'S expense.
- 18 ... The DISTRICT shall have the right to estimate or prorate any bill when conditions beyond the control of the DISTRICT prevent the normal billing procedure.
- 19 ... If the CUSTOMER after signing this CONTRACT does not take the service for any reason, the CUSTOMER shall reimburse the DISTRICT for any expenses incurred.
- 20 ... The receipt by the DISTRICT of the application for service of the prospective CUSTOMER, regardless of whether or not accompanied by payment of fees, shall not obligate the DISTRICT to render such service. If the service cannot be supplied in accordance with the UTILITY'S policies, rules, regulations and general practice or those of any state or federal agency with oversight regarding service, the liability of the UTILITY to the applicant for such service shall be limited to the return of any fees paid to the DISTRICT by such applicant.
- 21 ... CUSTOMER agrees that this document is only an APPLICATION for service and shall not be effective as a CONTRACT until approved by an official of the DISTRICT. If the service in the opinion of the DISTRICT cannot be supplied, the liability of the DISTRICT to the CUSTOMER shall be limited to the return of any fees, less any project development costs as incurred by the DISTRICT.
- 22 ... As a condition of service, the property owner shall provide at no cost a suitable place for the installation of the meter and related equipment and give an easement to the DISTRICT for said location.
- 23 ... CUSTOMER should have and will be responsible for a cut-off valve on his service line.
- 24 ... If the DISTRICT damages any underground facilities the CUSTOMER cannot locate, the CUSTOMER will be responsible for all repairs.
- 25...CUSTOMERS purchasing 2" taps and larger shall reimburse the DISTRICT for all expenses resulting from meter replacements and repairs.
- 26... The CUSTOMER must provide written verification annually from a medical doctor if there is any medical reason service cannot be interrupted.