

## **TERMS OF SERVICE**

The Utility shall maintain all components of the interceptor pump and interceptor gravity tanks, control systems and service lines required to provide sewer service on the customer's premises. The customer must execute an agreement granting an easement to the Utility for maintenance of the sewer system. The building plumbing and building outfall line shall be maintained by the customer. The customer owns the tank and is responsible for the replacement or change of the tank according to the Utility's specifications.

## **COMMENCEMENT OF SERVICE**

Service to a property begins at the time the tank passes final utility inspection. The owner of the property at the time services commence will be responsible for the payment of all applicable sewer charges in accordance with the tariff.

## **PAYMENT TERMS**

A non-payment penalty of five percent (5%) of the monthly charge will be due after the due date shown on the bill for sewer service. It is your responsibility to ensure that your payment arrives by the due date. Late penalties are processed on the day after the due date and will only be adjusted in the event of an extraordinary circumstance.

Credit Card payments can be made at any time through our automated phone payment system at (888) 267-9923 or through the Customer Web Portal at <https://adenus.authoritypay.com>. If you choose to pay with Credit Card, a 2.45% convenience fee (with a minimum charge of \$1.25) will be added to your total. You can also enroll in auto draft in the Customer Web Portal free of charge. Your monthly bill will be auto drafted on the 15<sup>th</sup> of each month.

Tennessee Wastewater reserves the right to disconnect service if payment is not received within 30 days of the due date. Delinquent customers will be notified via Certified Mail of the time they have to settle their account before they risk disconnection. No service shall be reconnected if discontinued for non-payment (or any other valid reason) until all charges have been paid, including disconnection and reconnection fees. The disconnection fee is \$40, and the reconnection fee is \$50.

Service under any application may be discontinued for the following reasons:

1. Non-payment of bill
2. For misrepresentation in the application
3. For adding to the property or fixtures without notice to the Utility
4. For tampering with any service pipe, tank, control system, filter, or any other facilities of the Utility in any way whatsoever
5. For violation of any rules of the Utility
6. For disconnecting or re-connecting service by any party, other than a duly authorized agent of the Utility, without the consent of the Utility.

A check or ACH returned by the bank will incur a fee of \$25.00.

## **CAPACITY RESERVATION FEES**

The owner of each property parcel which is provided a service connection when the sewer system is built, will be required to pay a Capacity Reservation Fee of \$10.00 per month. This fee will be payable each month by the 15<sup>th</sup> of the month. As each customer taps on to the service connection and signs a contract for service, the Capacity Reservation Fee will be pro-rated for the month and the fee will not be charged thereafter. Past due capacity reservation fees will be subject to a 12.5% per month non-payment fee. If the reservation and non-payment fee is past due for a period of six (6) months or greater, the Utility reserves the right, upon notice to the customer, to revoke the capacity for that property parcel from the customer back to the Utility, Tennessee Wastewater Systems, Inc.

## **PRETREATMENT REQUIREMENTS**

For all sewage connections the Utility reserves the right to require any non-residential user to provide special pre-treatment for any high strength effluent before discharge into its sewage system. The Utility may, upon the basis of recognized engineering standards and treatment costs, increase the rate charged to cover the cost of treatment of high strength effluent or industrial waste, and may impose recognized engineering standards as to the maximum size of solids and constituents in such waste discharged into its sewage system.

## **SYSTEM ABUSE**

If excessive volumes of sewage are received, the Utility may require the Customer to monitor flow volume and increase surge holding capacity at the Customer's expense. All customers will be required to follow the Customer Guidelines, supplied to them by the Utility. These requirements prohibit the flushing of any toxic chemicals that kill tank bacteria, and disposal of an excessive amount of grease, pet hair, or non-biodegradable products, among other things.