

# New Service

Items needed:

- [Application](#)
- Valid Driver License
- Rental or Lease Agreement

Residential Water (**NON-REFUNDABLE SERVICE CHARGE**) \$50.00

Commercial Accounts (**NON-REFUNDABLE SERVICE CHARGE**) \$150.00

If you have any additional questions please call our office Monday through Friday 8:00 am to 4:30pm, (615) 449-0301

- **NOTE:** Although not required, we encourage you to name all adult parties occupying the property on the Water Service Contract. This will allow either party to execute changes to the service in the future. For example, Consumers would be listed as John or Jane Smith. Both signatures are required in this case.
- **NOTE:** Failure to receive a bill does not relieve your obligation to pay by the due date.

*Gladeville Utility District does not discriminate in the provision of its goods and services on the basis of race, color, or national origin. Gladeville Utility District is an Equal Opportunity Employer. Complaints of discrimination should be sent to: Secretary of Agriculture, Washington, D.C. 20250.*

# GLADEVILLE UTILITY DISTRICT WATER SUBSCRIPTION CONTRACT

3826 Vesta Road • Lebanon, TN 37090

Phone: (615) 449-0301 • Fax: (615) 449-1346 • Email: [Contracts@gladevilleutility.com](mailto:Contracts@gladevilleutility.com)

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

I, \_\_\_\_\_, hereby make application to The Gladeville Utility District of Wilson County, Tennessee, for water service (Residential: \_\_\_\_\_ Commercial: \_\_\_\_\_ Rent: \_\_\_\_\_ Own: \_\_\_\_\_) at my property located in the Arbor Crest Subdivision at:

\_\_\_\_\_

In consideration of the undertaking on the part of the District to furnish me water, I understand and agree as follows:

1. I will cause the referenced property, which is owned or occupied by me, to be connected with the water works system of the District. Any connection to my property shall be in accordance with the Rules and Regulations or requirements of the District. I grant the District permission to enter upon my property for any reason connected with the provision or removal of service or collection therefore.
2. Should the District determine to lay its lines on private property, I hereby grant an easement to do so on my property and agree to execute any documents necessary thereto.
3. I will begin using water immediately after installation of the meter, and my monthly bills will begin to accrue from and after such date.
4. I agree to abide by the District's Rules and Regulations as established, or as amended, including the Cross Connection Policy and any requirement by the District that I install an approved Backflow Preventer. I further agree to comply with the requirements of the Tennessee Department of Environment & Conservation stipulating that any other source of water used by the Applicant will never be connected to the District's lines. I understand and agree that backflow preventers are required by TDEC on all commercial services and irrigation / sprinkler systems, and that I will be responsible for the annual testing of such devices.
5. I agree to promptly pay for service at the current schedule of rates, which may be adjusted from time to time, and I understand and will abide by the District's billing and cutoff procedures and any cut-off or other agreement the District enters with another utility provider. Should I not pay in accordance with the District's Rules, I agree to pay all costs of collection, including attorney fees. Bills are due by the 10<sup>th</sup> of each month, and a penalty will be applied after the 10<sup>th</sup> of each month. Cut-offs for nonpayment may occur at any time after the 21<sup>st</sup> of each month, without notice to the customer.
6. I understand and agree to a tap fee or connection charge of N/A, a meter charge of N/A and a service charge of \$50.00, a total of \$50.00. I agree to pay any other applicable fees at current rates.
7. In the event this subscription contract is entered into in connection with a proposed extension to the water works system, and in case the District, for any reason, does not complete such extension or is unable to or does not provide me with the water service anticipated by this subscription, then the full amount of my payment (from item 6) shall be refunded to me, as my sole remedy.
8. I understand that any bond issue and any loan obtained to finance the water works system or any extension thereto will not be a lien against my property.
9. I understand that the District does not warrant or guarantee that at all times I will receive adequate water or adequate pressure and I agree that the District shall not be liable for loss or damage resulting there from. The District does recommend that all customers living in high pressure areas consider the installation of a pressure regulating device.
10. If applicable, I agree to mark the area for new service with a flag and agree not to complete my water line until the actual water tap is installed. I understand that the actual location where a new tap is installed may be different than the location that I have marked, due to field or site conditions, and I further agree that the District will not be held liable for such changes in service location.
11. I understand that by signing up for **residential (domestic)** water service, I will be automatically enrolled in the District's leak insurance program and agree to pay the monthly costs associated with such insurance. I understand that I may opt out of the leak insurance coverage by at any time by calling the District's toll free Gladeville ServLine Customer Service number, (615) 470-0187. I further understand that if I do choose to opt out of the coverage, I will be responsible for the entire amount of my bill for the period in which a leak occurs and that no adjustment will be made to my bill.
12. I understand that the Arbor Crest Subdivision is located in Davidson County, Tennessee, which has requirements concerning flows and pressures required for fire protection that are well in excess of the flows and pressures available from the District's distribution system in that area. I, as the Owner, whether as a residential homeowner, the builder of a residential home, or the Developer of the Arbor Crest Subdivision, further acknowledge that an option for providing fire protection may be to design and install a residential fire sprinkler system. Whatever option may be chosen to address the requirements of the Nashville Fire Department - Fire Marshall's Office (NFD-FMO), it is understood and acknowledged that the District's providing water to the above referenced lot / address does not in any way require the District to take any action concerning fire protection as may be required in Davidson County. It is acknowledged that the District may provide water to the residential home or lot as set forth herein, but that the District has no responsibility related to fire protection, sprinkler systems, or other requirements of the Nashville Fire Department, the Fire Marshall's Office, or any other governmental agency within the Metropolitan Government.
13. I further understand that no temporary or permanent water service will be established at the above referenced address until such time as this agreement has been properly executed, and I acknowledge that the District has no liability or responsibility concerning the requirements of the Metropolitan Government pertaining to flows or pressures for fire protection and that any issues concerning fire protection are between the Owner and the appropriate officials within the Metropolitan Government.
14. I, as the Owner, agree to indemnify and hold harmless the District from any claims that may be asserted against the District relating to the inability of the District to provide fire flow as required by the NFD-FMO and / or my failure as the Owner to install a properly designed and approved residential fire sprinkler system or other approved fire protection system at the above referenced residence or address, subject to the provisions of this agreement.
15. In exchange for this indemnification acknowledgement and agreement by and between the Gladeville Utility District and the Owner, the District will provide water service to the above referenced address, subject to the indemnification as stated above and all other rules and regulations of the District as they may apply.

NAME(S): \_\_\_\_\_

ADDRESS TO BE SERVED: \_\_\_\_\_

OWNER IF RENTING: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

SERVICE BEGINNING DATE: \_\_\_\_\_

TELEPHONE # \_\_\_\_\_ CELL # \_\_\_\_\_ E-Mail: \_\_\_\_\_

SUBSCRIBER SIGNATURE \_\_\_\_\_

**CONTINUED ON THE FOLLOWING PAGE**

**This box is for Gladeville Utility District use only:**

Account # \_\_\_\_\_ Date Paid: \_\_\_\_\_ Processed by: \_\_\_\_\_

Pending: \_\_\_\_\_ Begin: \_\_\_\_\_ Active: \_\_\_\_\_ By: \_\_\_\_\_

Received From The Above Applicant : \_\_\_\_\_ cash \_\_\_\_\_ check \_\_\_\_\_ debit/credit card \_\_\_\_\_ other  
\$ \_\_\_\_\_

PHOTO IDENTIFICATION

PHOTO IDENTIFICATION

*Gladeville Utility District prohibits discrimination on the basis of race, color, national origin, gender, religion, age, or disability.  
Gladeville Utility District is an equal opportunity provider and employer.*

# Gladeville Utility District Cross-Connection Survey Residential Occupant

Occupant Name: \_\_\_\_\_

Occupant Address: \_\_\_\_\_

Do any of the following exist at the above address?

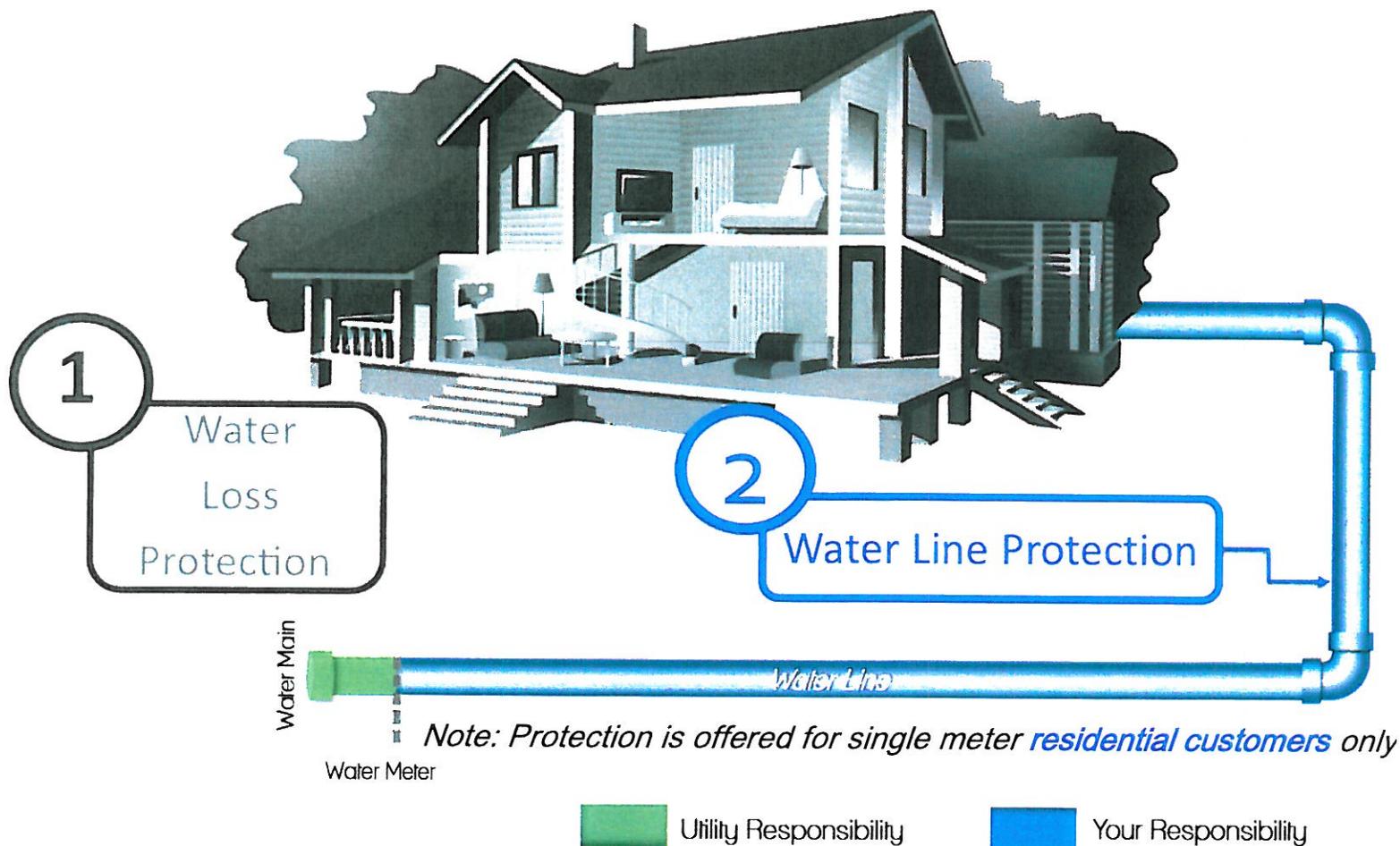
(circle yes or no)

- |                                    |     |    |
|------------------------------------|-----|----|
| 1. Hot Tub                         | yes | no |
| 2. Swimming Pool                   | yes | no |
| 3. Jacuzzi                         | yes | no |
| 4. Waterbed                        | yes | no |
| 5. Solar System                    | yes | no |
| 6. Green House                     | yes | no |
| 7. Lawn Irrigation System          | yes | no |
| 8. Dark Room Equipment             | yes | no |
| 9. Portable Dialysis Machine       | yes | no |
| 10. Insecticide Sprayers           | yes | no |
| 11. Utility Sink w/threaded faucet | yes | no |
| 12. Water Filtering System         | yes | no |
| 13. Water Softening System         | yes | no |
| 14. Water Well                     | yes | no |
| 15. Fire Sprinkler System          | yes | no |



ServLine is a premier protection program that will repair or replace your water line and cover lost water with no deductible and in a timely fashion

# Avoid Large Water Line Repair Costs



Gladeville Utility District ServLine begins with bills due 12/10/17

## Water Loss Protection

As a residential customer, you are automatically protected by our *Water Loss Program*. This is the only way we will adjust residential leaks that occur after 10/1/17 [usage bills due 12/10/17]

## Line Protection

Enroll in the *Line Protection Programs* to avoid water line repair/replacement costs. There is a 30 day waiting period for those who enroll after 10/1/17



Don't Wait Until It's Too Late With A Line Break Sign Up Now

1

### Water Loss Protection

**AUTOMATICALLY ENROLLED \$2.15/MONTH**

- ◆ Water Loss Protection from excess water charges resulting from eligible plumbing leaks, up to **\$2,500**. No deductible.
- ◆ Call us to decline protection and accept full responsibility for water bills resulting from eligible plumbing leaks .
- ◆ Please refer to our leak adjustment policy for guidelines and qualifications for leak adjustments
- ◆ All qualifying residential leaks occurring after **October 1st 2017** with usage on bills due **December 10, 2017** will only be adjusted through our ServLine Program.

2

### Water Line Protection

- ◆ Covers repair or replacement of water line up to \$10,000. No deductible. No annual limit.
- ◆ Includes public paved surfaces and \$500 for basic site restoration and \$500 for private paved surfaces like sidewalks or driveways.
- ◆ Provides Water Line Protection from your meter to the foundation of your home.
- ◆ Does Not Provide Protection For: Water Meter, Water Pit, Water Vault, Pumps, Valves, Or Backflow Meters .
- ◆ Contact Us To Request A Full Copy Of Program Protections And Exclusions
- ◆ Be protected from these expensive repairs! Enrollment after **October 1st 2017** requires a 30 day waiting period.

# Contact Us

Phone: (615) 470-0187



www.gladevilleutility.com

## ServLine

Utility Account #: \_\_\_\_\_ Account Holder: \_\_\_\_\_ *Please Print Name*

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

In addition to the Basic Protection, enroll me in the protection option marked below:

- (\$4.40) Water Line Protection – Pays up to \$10,000 for repair of water service line



# GLADEVILLE UTILITY DISTRICT

3826 Vesta Road

Lebanon, TN 37090

Phone: (615) 449-0301

ServLine Toll Free Number: (615) 470-0187

Dear Residential Customer:

As your water service company, we are dedicated to providing you with reliable service and a safe water supply. Over the years we have made many improvements and upgrades to our system and facilities in order to provide you with this service.

One service we currently provide is for leak adjustments in qualifying situations. Our policy allows each customer one leak adjustment in any 12-month period, with the result being that the customer pays a portion of the value of the leak that is above their average bill and then the Gladeville Utility District absorbs the remaining portion. The following example shows how our current leak adjustment policy works:

- \$ 250.00 (assumed pre-tax water bill that includes a leak)
  - \$ 43.00 (average pre-tax water bill for prior 4 months)
  - \$ 207.00 (overage above the average pre-tax water bill)
- Under our current policy, the customer would pay the average pre-tax water bill of \$ 43.00 plus \$100.76 of the overage, for a pre-tax total of \$ 143.76, which represents a savings of \$106.24 to the customer.

After reviewing our present leak adjustment policy and the hardship it might cause for a family, we looked at alternatives that would help ease or even eliminate such an unpredictable hardship. We have developed a new and broader program called Gladeville ServLine, and the Gladeville ServLine program will replace our leak adjustment policy **for residential customers**. We have also developed an additional option to protect you in case your water line breaks, so you may want to consider enrolling in both programs for your financial protection.

The Gladeville Servline program enhances our present leak adjustment policy for **residential customers in single family homes**. **Business and multi-family customers are not included in the program at the present time**. The ServLine insurance program will provide leak protection once in any 12-month period for leaks up to \$2,500, with **no deductible**. In other words, if you have a qualifying leak that causes your water bill to jump to \$2,500 or less, you are only going to pay your average water bill for the prior four months, with the ServLine insurance paying the remainder of the leak bill in full. The cost for this leak insurance will only be \$2.15 per month for the \$2,500 in protection.

We will start billing you for \$2.15 per month for the leak insurance beginning with bills due by December 10, 2017, bills which will represent water used beginning October 1, 2017. You will be **automatically enrolled** in this program to ensure that you are protected. **If you choose not to participate in this program, you must call our toll free Gladeville ServLine Customer Service number at (615) 470-0187 to be removed from the program**. However, if you choose not to participate and you have a water leak, you will be responsible for the **entire** leak - **no adjustment will be made**. If you decide to opt out of the program and then later decide you

*The Gladeville Utility District is an Equal Opportunity Provider and Employer.*

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

want to participate, there will be a 90-day waiting period for the service to be reactivated, making you responsible for any leak(s) that might occur within that 90-day waiting period.

Gladeville ServLine will also offer a water service line repair/replacement option that you may wish to consider. Our water line protection program protects customers from the unforeseen and costly expense of repairing and/or replacing your exterior water service line **from the meter to the foundation of your home.** Eligible repairs are covered up to \$10,000, with no deductible, for a cost of only \$4.40 per month or \$52.80 for an entire year. Please consider that it would take over 9 years at \$4.40 per month to cover the expense of a single \$500 service line repair without the insurance.

If you want both the leak protection and the water line protection, the cost will be a total of \$6.55 per month added to your water bill. Again, both programs are optional, but you are **automatically enrolled** for the leak protection unless you call the toll free customer service number at (615) 470-0187 to opt out of that coverage. **The water line protection is also optional, but you will need to call the Gladeville ServLine Customer Service number to enroll in that program.**

We are excited to be able to offer these services to our customers in an effort to hopefully ease or prevent unexpected costs when you have a leak or broken service line.

There should be an insert in your water bill next month that will help explain both programs in more detail. If you want to discuss either program, please contact our toll free Gladeville ServLine Customer Service number at (615) 470-0187.

Thank you.

Gladeville Utility District