



SOUTH SIDE UTILITY DISTRICT
251 JMZ DRIVE
GORDONSVILLE, TN 38563
PH:675-683-6464 FAX:675-683-8744
ssud@dtccom.net

RENTERS
APPLICATION FOR WATER SERVICE

DATE _____

Name of
Customer _____

Phone # _____

Service
Address _____ City _____ Zip Code _____

Billing
Address _____ City _____ Zip Code _____

Moving From _____ Cut off Date _____

Type of Service (Check One)		Used For (Check One)	
Water	Inside		
Only	City	Residential	Industrial
Water			
& Sewer	City	Commercial	Other

I hereby apply for service as checked above at the address shown and agree to abide by the rules and regulations governing such service.

Signed: _____ Signed: _____
Property Owner or Lessee Authorized Agent

This section for use of Water Department:

NON-REFUNDABLE

Application Fee Required \$150.00

New Location Account No. _____ Old Location Account No. _____

Date Cut On _____ Date Cut Off _____

Meter No. _____ Meter No. _____

Reading _____ Reading _____

SOUTH SIDE UTILITY DISTRICT
P.O. Box 253 ~ Gordonsville, TN 38563 ~ 615-683-6464 ~ Fax: 615-683-8744

SOUTH SIDE UTILITY DISTRICT POLICIES

REVISED MAY 1, 2020

It is the desire of SOUTH SIDE UTILITY DISTRICT to furnish our customers safe and clean water, with the best service and at a low price. In order to do this the board of SOUTH SIDE UTILITY DISTRICT has put into place certain policies to accomplish these goals. The following are some of the policies that we are most often asked about.

1. Only one residence is to be served from each water meter.
2. Payment of the water bill is due on the first day of each month. Failure to receive bill does not relieve customer of payment and penalty.
3. For your convenience, you may pay your bill at our office @ 251 JMZ Drive in the Industrial Park in Gordonsville TN, at any branch of Citizens Bank located in Smith County, (Carthage, Gordonsville, South Carthage, Hwy. 25). There is a drop-off box in the front door of the office @ 251 JMZ Dr. You may mail your payment to P.O. Box 253, Carthage TN 37030. Your bill may also be paid by bank draft with NO additional fee.
4. A website is available to pay your bill online. A 2.75% fee will be added to your bill charge by the card company. You will need your account # and the amount of your bill to make payment at WEBFEEDPAY.COM.
5. A 20% PENALTY WILL BE APPLIED TO THE ACCOUNT IF NOT PAID BY 4 P.M. ON THE 15TH DAY OF THE MONTH. PAYMENT MUST BE IN OUR OFFICE BY THIS TIME AND DATE.
6. If a water bill remains unpaid on the 20th day of the month, service shall be discontinued. However, a reasonably good faith effort will be made by a South Side Utility District representative, either in person, by placing a telephone call, or sending an electronic message to the customer informing the customer of the date the actual discontinuance will take place. However, if the customer has had service disconnected within the previous four (4) years, no such contact will be attempted to inform the customer of the date on which the water will be cut off. All service turned off for non-payment will not be turned back on except during normal business hours, and then only if all amounts owed on the bill and a \$75.00 reconnection fee is paid.
7. There will be a \$30.00 service charge on all returned checks or bank drafts.
8. It is the customers' responsibility to always keep water meters accessible to meter readers. Any injuries sustained by our meter readers caused by customers' dogs or other pets are the responsibility of the pet owner.
9. Customers must not allow any cross-connections, auxiliary intakes, bypasses, or any other interconnections of any other sort with other water resources such as wells, springs, etc. with the South Side Utility District's water supply.
10. SOUTH SIDE UTILITY DISTRICT shall have the right to refuse service to an applicant or to any member of an applicants' household at that location whenever such person is delinquent on any payment to the utility or had his service discontinued because of violation of the policies of SOUTH SIDE UTILITY DISTRICT.
11. Insurance is available to cover excess bills when a customer has a leak. Please ask a SOUTH SIDE UTILITY DISTRICT representative for details. Without such insurance the customer is responsible for the full amount of bill.
12. The Board of SOUTH SIDE UTILITY DISTRICT meets on the 4th Thursday of each month at 4:00 P.M. at the office located @ JMZ Dr. Gordonsville, TN. If you have a problem that cannot be resolved by SOUTH SIDE UTILITY DISTRICT staff, you may appear before the Board to try to come to a resolution of the problem. However, you must call in advance to be put on the agenda.
13. The regular office hours of SOUTH SIDE UTILITY DISTRICT are from 8:00 A.M. until 4:00 P.M. Monday through Friday. The office will be closed each Saturday, Sundays, and holidays.
14. Our staff will always be courteous and helpful to our customers, and we ask our customers to extend the same courtesy to them.

APPLICANT SIGNATURE