



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 Only _____            | Inside 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

It is the desire of SOUTH SIDE UTILITY DISTRICT to provide our customers with safe and clean water, with the best service and at a low price. To do so 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 are frequently asked about:

1. Payment of the water bill is due on the first day of each month. **Failure to receive your bill does not relieve the customer of payment and penalties.**
2. For your convenience, you may pay your bill at our office located at 251 JMZ Dr. Gordonsville, Tn 38563, there is a drop box at the door for payments made after 4:00 pm. You may mail your payments to P.O. Box 253 Carthage, Tn 37030. You may also make your payments at any branch of Citizens Bank located in Smith County (Hwy 25, Carthage, South Carthage, or Gordonsville). SOUTH SIDE UTILITY DISTRICT also offers automatic bank drafts, with **NO** additional fees.
3. You may call SOUTH SIDE UTILITY DISTRICT at **615-857-8403** to be able to pay your bill or **scan the QR Code** on your bill to access the payment web portal.
4. Please visit **southsideutility.com** to pay your bill online. A flat fee of \$2 for any transaction \$0-\$50 will be charged by the credit card company to the bill, plus a 2.8% fee will be added to any bill over \$50 less the first \$50 spent. Ex. \$100 charge = \$2.00 + (100-50) x 2.8%
5. **A 20% PENALTY WILL BE APPLIED TO THE ACCOUNT IF NOT PAID BEFORE MIDNIGHT OF THE 15<sup>TH</sup> OF EACH MONTH.**
6. If the water bill remains unpaid on the 20<sup>th</sup> 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 them 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 reconnection fee are paid.**
7. There will be a \$30 service charge on all returned checks or bank drafts.
8. It is the responsibility of the customer to always keep water meters accessible to the meter readers. Any injuries sustained to the meter readers caused by customer's dogs or other pets are the responsibility of the pet owner.
9. Only one (1) residence is to be served from each water meter.
10. Customers must not allow any cross-connections, auxiliary intakes, bypasses, or any other interconnections of any other sort of other water resources, **other than what SOUTH SIDE UTILITY DISTRICT provides**, such as wells, springs, etc.
11. SOUTH SIDE UTILITY DISTRICT shall have the right to refuse service to an applicant or to any member of an applicant's household at that location whenever such person is delinquent on any payment to the utility or had their service discontinued because of violation of the policies of SOUTH SIDE UTILITY DISTRICT.
12. Insurance is available to cover excess bills when the customer has a leak. Without such insurance the customer is responsible for the full amount due on the bill. **Please ask a SOUTH SIDE UTILITY DISTRICT representative for details.**
13. The regular office hours for SOUTH SIDE UTILITY DISTRICT are from 8:00 AM until 4:00 PM Monday through Friday. The office will be closed each Saturday, Sunday, and holidays.
14. The Board of SOUTH SIDE UTILITY DISTRICT meets on the 4<sup>th</sup> Thursday of each month at 4:00 PM at the office located at 251 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 to the problem. **However, you must call in advance to be put on the agenda.**
15. Our staff will always be courteous and helpful to our customers, and we ask our customers to extend the same courtesy to them.

X

Applicant Signature