

SMITH UTILITY DISTRICT

193 Gordonsville Hwy

P O Box 28

Carthage, TN 37030

www.smithud.com

Hours: M-F 8:00 am to 4:30 pm

Office: 615-735-2793

Emergency and After Hours: 615-735-0795

PAYMENT INFORMATION AND POLICIES

Billing and Payment

Water Bills are mailed at the end of each month and you should receive your bill by the 1st day of the following month. If you haven't received your bill by the 3rd of the month, you can call the office to get the amount of your bill, or you can view your bill online via our website (See Online Payments). Bills are payable from the 1st to the 10th of each month without penalty. After the 10th of the month, a penalty is imposed on all unpaid accounts. If payment is not received before the cutoff date on the water bill, the meter is locked. See Cutoff day Procedures for details. FAILURE TO RECEIVE BILL DOES NOT RELIEVE CUSTOMER OF PAYMENT OBLIGATION NOR ENTITLES CUSTOMER TO ANY WAIVER OF FEES CHARGED AS A RESULT THEREOF.

There are several ways you can make payment on your water bill. We can accept payment via personal check, cash, money order, automatic bank draft, debit or credit cards, or online payment. You can mail your payment to our PO box, make payment at our office location during regular business hours, or drop it off in our deposit box at any time. Two-Party checks cannot be accepted. There is a \$20.00 service charge for all returned checks.

Automatic Bank Draft: We can automatically draft your payment each month from your checking or savings account. All you need to do is fill out our Bank Draft application and attach a voided check. You will still receive your billing statement as usual, but there will be a message that states "Memo Bill – Do

Not Pay” printed about midway of your statement. All bank draft payments are drafted on the 10th of the month, unless the 10th falls on the weekend, at which it will draft the Friday before. There is a \$20.00 service charge on all accounts that do not draft due to insufficient funds or closed accounts. If you ever need to cancel your bank draft, it must be done in writing. There is a form available at the office. Bank Draft customers need not be concerned with the penalty amount and the cutoff date on their water bills since the net amount due is automatically deducted from their account by the due date each month.

Debit or Credit Cards: We can now accept payment for water bills with debit or credit cards. We can swipe your card at the office or take your card information over the phone. **Please be advised that due to the heavy volume of calls, mail, deposit box payments, and counter customers on all Mondays, Fridays, and the 10th day of the month, that we may not be able to take card calls on those days. You can go to our website to make card payments (See Online Payments).** Please be advised that a fee of 2.75% of the amount of your bill, or \$1.00, whichever is greater, will be added to all card payments. All payments made by debit/credit card must be paid in full.

Online Payments: Smith Utility District customers can view and/or pay their bills via our website **www.smithud.com**. You will need to register your account(s) with a username and password. Instructions for setting up an account are attached. Online payment is a convenient way to make payments any time, day or night, from the comfort of your home. Online payments are the same as debit and credit card payments in that there is the 2.75% fee, or \$1.00, whichever is greater, added to the amount of the bill. Also, online payments must be paid in full. This includes any additional fees due such as reconnection fees and late notice fees. Online payments are date and time stamped, so any payments made after the 10th will be considered late.

Cutoff Day Procedures

Once again, all bills are payable from the 1st to the 10th of each month. After the 10th of the month, a penalty is imposed. You have until the 18th of each month to pay your bill without interruption of service. The cutoff date is printed midway of your billing statement. It depends on what day of the week the 18th falls on as to when your meter is subject to be cutoff for non-payment. This means that the cutoff date from month to month can be different. Therefore, you must check your billing statement each month to know that the cutoff date is for that month. On the cutoff date, the District employees will leave the office in the morning with lists of all unpaid accounts to lock the meters. If it is your first time on the cutoff list, a red late notice tag will be placed on your door. There is a \$10.00 charge anytime you are tagged for nonpayment. Once the District employees lock the meters, a \$50.00 reconnection fee plus the amount of the bill will be required to reconnect the service. Water service for payments received after 3:00 pm will not be reconnected until the next business day. Water services will be reinstated in no certain order. Employees will not collect money; all payments must be made at the district office or you can make a card payment over the phone. If your service is disconnected, and

you want to make an online payment, the bill plus the reconnection fee must be paid in full or services will not be reconnected. There is a \$20.00 service charge for any returned checks.