



BILLING AND PAYMENT INFORMATION

Water bills are due and payable from the 1st of each month to the 10th of each month. Payments remitted/received after the 10th of the month will be charged a 25% penalty. Drop box payments must be received by 8:00 am Monday if 10th falls on the weekend. Mail postmarked by the USPS on the 9th or earlier will be counted as on time if received late. Mail not USPS postmarked at all received after the 10th will be considered late.

YOU SHOULD RECEIVE YOUR BILL BY THE 1ST OF EVERY MONTH. FAILURE TO RECEIVE BILL DOES NOT RELIEVE CUSTOMER OF PAYMENT OBLIGATION NOR ENTITLES CUSTOMER TO ANY WAIVER OF FEES CHARGED AS A RESULT THEREOF. CUSTOMERS CAN VIEW THEIR BILL EACH MONTH BY SETTING UP AN ONLINE ACCOUNT VIA OUR WEB PORTAL.

You can pay your bill by check, cash, money order, bank draft, or debit/credit card. You can mail your payment to our PO Box (return envelope included), pay at the office counter during regular business hours, place your payment in the drop box at any time, sign up for automatic bank draft or pay with your debit/credit card via our web portal or IVR. Our website is www.smithud.com. There is a FEE charged anytime you use a debit/credit card. We can take card payments at the counter. There is a \$20.00 service charge for all returned checks/bank drafts.

BANK DRAFTS

You must fill out a bank draft form and attach a voided check. If you don't use checks, you must get a letter from the bank with your routing and account number. Payments draft on the 10th, unless the 10th is on the weekend, then they draft the Friday before. The message "Memo Bill – Do Not Pay" will print on your statement. The net amount will draft. You may ignore the cutoff date on the bill. There is NO FEE if you choose to use the Bank Draft option. Bank Drafts must be cancelled in writing.

DEBIT/CREDIT CARD PAYMENTS VIA WEBPORTAL AND IVR

You can use our IVR phone system to pay with a card. Just press 1 when calling the office at 615-735-2793. There is a "Quick Pay" option on our web portal if you choose not to set up an account. You can set up an online account via our web portal. Website is www.smithud.com. You can view your bill and set up auto-pay via our web portal. Auto-pay payments will be processed on the 10th of the month, unless the 10th is on the weekend, then they are processed the Friday before. Please be aware that paying your bill via your online account will put your account on paperless billing. You can reset your account to paper billing via "Manage Portal". Any time you pay with a debit/credit card it will charge a fee.

Online payments are date/time stamped, so payments made after the 10th will be late.

NOTE: Many of our customers make “online bill payments” through their bank account. Please be aware that when you authorize the bank to make the payment, the bank is sending us a check that takes 7 to 10 days before it is received in our office. Therefore, your account is not considered “paid” until we receive this check, and it is posted to your account. Some of these checks are not received until after the 10th of the month, and therefore, a penalty is charged on the account. Occasionally, a check is not received at all (lost in the mail). Therefore, even if you authorized your payment before the 10th, your payment is not going to be considered on time if we receive the funds after the 10th of the month.

CUTOFF DAY

You have until the 18th of each month to pay your bill without interruption of service.

A second notice will be mailed out to all accounts still unpaid after the 10th of the month.

The “cutoff date” will be printed on the original bill.

The “last day to pay” will be printed on the second notice.

The dates can vary from month to month depending on what day of the week the 18th falls on.

We do not cut off service on Friday and the weekend.

The first time your account appears on a cutoff list, a red late notice tag will be left at your residence (door or mailbox). You then have 24 hours to make payment before the service is discontinued. There is a \$10.00 trip charge for the tag.

If your water service is discontinued for non-payment, the amount of the bill plus a \$50.00 reconnection fee must be paid before water service is restored. Water service for payments received after 3:00 pm may not be reconnected until the next business day.

Employees cannot collect money; all money must be paid at the office, IVR, or via web portal.

LEAK ADJUSTMENTS

We no longer adjust bills due to leaks. We now offer coverages with ServLine, a water loss/water line protection company. ServLine offers two coverages: Water Loss and Water Line protections.

Water Loss – ServLine will cover any excess water charges on your bill resulting from eligible plumbing leaks, up to \$2500.00. You get one claim in a 12-month period, and have up to 90 days from the date of the leak to file your claim. Customers are auto enrolled since most customers want the coverage. If you don’t want the coverage, you must call SL to opt-out. However, if you have an excessive bill due to a leak, you would have to pay the bill in full.

Charges per month on the bill: \$1.60/residential and \$5.00/Commercial

Water Line – ServLine will cover costs of repair or replacement of line up to \$10,000.00. There is no deductible and no annual limit. This covers the water line that runs underground from meter to foundation of residence only. It does not cover the pipes and/or plumbing in the house. This coverage is not auto enrolled. Therefore, customers must call SL to acquire coverage. The customer is responsible for repair/replacement. ServLine reimburses you for the costs paid for the repair/replacement.

Charges per month on the bill: \$4.00/residential and \$13.50/commercial

METER READING

The water meters are read electronically in the middle of each month.

District employees now drive by the meters and reading is sent by signal to computer in truck.

It is recommended that you know where your meter is and keep it clean in case you have a water emergency and need to turn your meter off yourself. Please be aware that if the cutoff is damaged when turning on/off the meter, the customer will be charged for the damage. We recommend that you have a cutoff valve installed at the residence for emergency purposes.

Any damage to the meter or box surrounding the meter needs to be reported to the District asap.

HIGH WATER BILL?

Looking for a leak:

Locate your water meter. It is normally found at the property line in the front yard.

Be sure no one is using the water (i.e. taking a shower, washing clothes, flushing toilet, etc.).

Read and record your meter reading.

Some older meters have a hand that looks like a second hand on a clock. Note its position.

If it moves, there is a leak.

Most meters have a red, round gear-shaped device on the dial. This is a leak detector.

If it is moving, there is a leak.

Some newer meters just have digital numbers. Watch the digits to the right of the decimal point.

If they move, it is a small leak. A larger leak will cause the digit before the decimal point to move also.

You may have a water cut-off valve inside your house. If so, close the valve. If the meter is still moving, your leak is between the meter and the valve location.

If the meter flow indicator stops when the cut-off valve is closed, the leak is in the house beyond the cut-off valve. Turn the valve back on and check the house and under the house for leaks.

Some leaks are very small. A leak that runs 24 hours a day will add up to a large water bill.

To determine the size of a leak, read your meter before you leave the house for a time with no one home.

After several hours, read the meter again. Subtract the difference. This is how many gallons went through the meter while no one was home to use the water.

Toilets:

A toilet can cause a high water bill if it has a leak, meaning water continuously runs from the tank into the bowl even when not flushed, which can waste hundreds of gallons of water per day, significantly increasing your water usage and resulting in a higher bill. This leak is often silent and can be caused by a faulty flapper, chain, or fill valve within the toilet tank.

Most toilet leaks are not noticeable by sound, so you might not realize your toilet is wasting water.

The most common cause of a leaky toilet is a worn-out or improperly seated flapper, which is the rubber component that seals the water flow.

To detect a leak, add food coloring to the toilet tank and check the bowl after a short time. If color appears in the bowl, there's a leak.

Even a small leak can add up to a significant increase in your water bill over time.

NOTICE: If you need to contact a District employee after regular business hours due to a water outage or an emergency situation, please call 615-735-0795. This number should reach the employee on call.

CROSS-CONTAMINATION AND BACKFLOW PREVENTION – RESIDENTIAL

What is a Cross-Connection?

A cross-connection is a connection between drinking water and other water or fluids of unknown quality. It is important that each cross-connection be identified and evaluated.

What is a Backflow?

Backflow is a backward flow of water through a pipe. The backflow of water from a customer's plumbing system into community drinking water happens when water is drawn backward due to a pressure loss in the utility main pipe or pushed back by a pressure source.

Backpressure: backflow is caused by an increase in downstream pressure; this can be created by pumps, temperature increase in boilers, or elevated plumbing, etc.

Backsiphonage: backflow is caused when there is a stoppage of water supply due to nearby firefighting, hydrant flushing, large system demands or major piping breaks.

Why be concerned?

Backflow can cause contaminants to enter our drinking water system. Identifying potential hazards associated with cross-connections, and eliminating or protecting against them is a concern of Smith Utility.

Some principal areas of water use that pose a threat due to cross-connections are:

Lawn irrigation systems
Greenhouses
Chemical Sprayers

Hard-piped swimming pools
Automatic watering troughs

What you can do to prevent contaminations:

Don't submerge hoses in buckets, pools, tubs, sinks, ponds, etc.

Don't use spray attachments (like lawn fertilizers or herbicides/pesticides) without a backflow protection device.

Don't use a hose to unplug blocked toilets, sewers, etc.

Do keep ends of hoses off the ground and clear off all possible contaminants.

Do attach a hose bibb vacuum breaker to outside faucets.

Do make sure all faucets and spray hoses are above the flood rim for your sinks and tubs in the bathroom and kitchen.