

**SPRING HILL WATER SYSTEM
SPRING HILL, TENNESSEE
APPLICATION & AGREEMENT FOR WATER SERVICE**

WATER

You may access the current Rate Schedule for water and sewer services on the City Website at www.springhilltn.org. Water meters are read around the 20th of each month. The bills are mailed out by the 1st of each month, and you should receive your bill no later than the 5th of each month (we bill for previous month's usage). **By completing this agreement, you agree that you are responsible for paying your bill each month whether or not you receive it. Bills incur penalty on the 15th of each month and a final notice is mailed. Any account still unpaid by the 25th of that month will be disconnected. If service is disconnected, a \$25.00 service charge will have to be paid prior to reconnection. After 4:30 p.m. there is a \$50.00 reconnection fee. Payment must be received by 12:00 noon the following day or your water will be disconnected a second time and an additional \$25.00 fee will be added to your account.**

SEWER

Your sewer charge is based on your water consumption. The sewer rate is higher than the water rate, as can be seen on the current Rate Schedule found on the City Website at www.springhilltn.org. A one-time sewer credit will be given for a pool fill-up if you submit a Pool Fill-up Adjustment Form to let us know the number of gallons of water used and the date it was filled.

GARBAGE PICKUP

Garbage service is contracted through Waste Management. Your garbage will be picked up weekly. This is curbside service and your garbage should be placed at the street no later than 6:00 A.M. on your scheduled garbage day. Please see the Garbage Day Schedule on the City Website at www.springhilltn.org to find out when your garbage will be picked up. The garbage fee is \$10.04 per month and will appear on your monthly water bill. If your garbage is missed, please notify Waste Management as soon as possible at 1-800-257-9145. The sanitation workers only pick up garbage that is bagged or in trash containers; they will not pick up barrels or brush. **They are restricted from picking up medical waste, chemical waste, paint cans, dead animals, furniture or appliances.** A maximum of 10 containers per residence is picked up. Trash containers may be leased from Waste Management by calling 1-800-257-9145. Leasing a garbage container is optional; you may purchase your own garbage container from a local retailer, and no specific type of garbage container is required, but they can be no larger than 96 gallons.

RECYCLING

Recycling service is contracted through Waste Management. The recycling fee is \$3.78 per month and will appear on your monthly water bill. One recycling cart will be furnished per household at no cost, and your recycling cart needs to be placed by the curb by 6:00 A.M on your pick-up day. Waste Management will pick up the recyclables on the same day as your garbage, but only every-other-week. **Please do not put household trash in the recycling bin. If you do so, Waste Management will not pick it up.** The garbage & recyclables will be picked up by different trucks.

ALARM PERMITS

Per Spring Hill City Code Title 13 Chapter 4, all residents and businesses that maintain active alarm systems are required to register their alarms with the Spring Hill Police Department. You may access an alarm registration form on the City of Spring Hill website at www.springhilltn.org.

CONNECTION FEE

There is a \$50.00 non-refundable connection fee to set up a new water/sewer/garbage account. If you are already an existing customer, or have had service in the past and are moving back to our service area, you do not have to pay this fee. This fee is for new customers only.

CONTACT INFORMATION

The Spring Hill Water Billing Department is located inside the Spring Hill City Hall at 199 Town Center Parkway, Spring Hill, TN 37174. The Billing Department is open Monday-Friday from 8:00 AM to 4:30 PM. The office is closed on Saturdays and Sundays. The office can be reached during regular business hours at: (931) 486-2252 ext 200 or (888) 774-8988 ext 200. The fax number is (931) 486-0516. For water related emergencies that occur after City of Spring Hill regular business hours, call (931) 212-7304. To have your water reconnected after regular business hours on water cut-off days, at an additional cost of \$50, call (931) 212-7304.

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PLEASE PRINT

Name _____ Spouse _____
First MI Last First MI

Move-in Date _____ (Account # _____)

Street Address _____

Lot# _____ Email Address _____

Subdivision _____

Mailing Address (If different) _____

Home Phone # _____

Employer _____ Phone _____

Spouse's Employer _____ Phone _____

Previous Address _____

I/we hereby make application to the Spring Hill Water System of Spring Hill, TN (Hereinafter System) for water service. I/we agree to pay for all water as measured by the System's meter and billed according to prevailing rates established for such class of service. I/we agree to permit authorized agents of the System free access to the premises of the applicant for the purpose of inspecting, reading, repairing or removing meters or other property belonging to the System. It is understood that all service is subject to the Standard Rules and Regulations of the System and from time to time may be amended for such class of service, a copy of which is open for inspection at the System's office. I/we agree to pay the amount due by the due date. I/we agree to pay the amount due plus the late penalty if paid after the due date. I/we agree to notify the System, before our disconnection date, if I/we cannot pay the water bill. I/we have the right to seek help paying the water bill. The community agency contacted will decide eligibility for aid. I/we have the right to dispute the amount of a bill by contacting the System before the due date. I/we have read and agree with all terms and conditions set forth on the Spring Hill Water System Application & Agreement for Water Service. If completed by someone other than applicant, it is understood that party completing shall be jointly and severally liable, as is customer and spouse, for any charges and expenses payable to the System.

By completing and signing this form, you acknowledge that you have read, understand and agree to all the terms and conditions listed above, on both pages 1 & 2.

Customer Signature _____ **Today's Date** _____



SPRING HILL WATERWORKS

The City of Spring Hill charges a \$50.00 **non-refundable** connection fee to set up a new water/sewer/garbage account. If you are already an existing customer, or have had service in the past and are moving back to our service area, you do not have to pay this fee. This is one-time fee for new customers only.

This fee can be paid by credit/debit card or by mailing a check or money order to:

City of Spring Hill
ATTN: Donna
P.O. Box 789
Spring Hill, TN 37174

TO PAY CONNECTION FEE BY CREDIT/DEBIT CARD:
(MasterCard/Visa Only)

Name:

Credit Card Number:

Expiration Date:

CVC Code (3 numbers on the back of the card):

Address where you receive the credit card bill:

Thank you,

Donna Younger
Spring Hill Waterworks Billing Department
dyounger@springhilltn.org
931-486-2252 ext. 200
931-486-0516 – Fax

CITY OF SPRING HILL

CROSS-CONNECTION APPLICATION SURVEY

This is a **mandatory** survey that must be completed and submitted with your Application & Agreement for Water Service.

Customer Name _____

Street Address _____

Zip Code _____

Phone Number _____

What type of service are you applying for: (check one)

RESIDENTIAL (HOME) _____ COMMERCIAL (BUSINESS) _____

Do you have any of the following at this address? (Circle One)

IRRIGATION YES / NO / NOT SURE

HOT TUB YES / NO / NOT SURE

POOL YES / NO / NOT SURE

LAWN POND/
WATER FEATURES YES / NO / NOT SURE

BACKFLOW DEVICE YES / NO / NOT SURE

FIRE SPRINKLERS YES / NO / NOT SURE

SUMP PUMP IN
CRAWL SPACE OR BASEMENT YES / NO / NOT SURE