

Customer Information

Cross Anchor Utility District

800 West Andrew Johnson Hwy

Greeneville, TN 37745

Office Hours: Monday - Friday, 8:00 AM - 4:30 PM

Office Phone: 639-5125

Emergency Number: 636-6907

Commissioners: Robert Keller

Tanya Kuykendall

Bob Ricker

www.crossanchorutilitydistrict.com

Effective 8/1/2024

Dual Connections

Only one (1) residence is allowed to hook up to a meter. Two (2) homes are not allowed on the same meter.

Cross-Connection

Any home having an additional source of water (e.g. a well) other than that supplied by Cross Anchor Utility District (District) cannot have both sources of water connected in any way.

Meter Reading

All water meters are read monthly. Customers may inquire as to their scheduled monthly reading date by calling our office.

Medical Conditions

Medical conditions that might be detrimentally affected by discontinuance of water service should be communicated to office personnel at the time service is established or as soon as practical after the condition is determined. A signed doctor's statement should be provided to office personnel for the district's records. Service will not be discontinued at locations where the district has been provided such statements until notification has been attempted by door knocker.

Returned Check Policy

A fee of the maximum amount allowed by Tennessee Code Annotated 47-29-102 (currently thirty (30) dollars) is assessed on all returned checks. Cash or money order is required to pick up the returned check. Customers have three (3) working days (including the day of notification) to contact the District to make arrangements to pick up the returned check, or service will be terminated the next business day. All arrangements to pick up returned checks must be within seven (7) working days (including the day of notification). Service disconnection due to returned checks written for establishment of service or for reconnection fees requires no notice.

Back Flow Prevention

If the District recognizes a potential hazard regarding the back flow of water into the public water system, a reduced pressure back flow prevention (RPBP) assembly will be required. All schools, greenhouses, dairy farms, beauty shops, restaurants, auto shops, and sprinkler systems require a RPBP assembly.

Source of Water

Water is purchased from the Town of Greeneville and distributed by the District to its customers.

Water Pressure

The District is required to maintain a minimum of 20 PSI at each meter. Customers requiring more pressure than provided by the District may choose to install a pump at their own expense. Some locations may require pressure reducers to be installed at the customer's expense.

Commissioners Meeting

The District's Commissioners meet the 2nd Monday of each month at 8:30 AM in the conference room of our business office.

Water Rates Currently Effective

Minimum Bill	\$24.87 plus tax
Gallons per 1,000	\$7.05 plus tax

All active accounts with a water meter installed will be billed a minimum monthly water bill even if there is no water usage.

Methods of Payment

Payment by check, cash, or money order must be received at the office, by mail, or in the night deposit. Bank drafts are also available upon completion of application at our office. Payment may be made online using debit and credit cards and can be set up for automatic payment. **Credit and debit cards are accepted inside the office only, not through the drive thru window.**

Late Payments

Late fees are posted the day following the due date at 8:00 AM on all payments that have not been received by the office. If the due date falls on a day the office is closed, payments received by close of business (4:30 PM) the next working day are considered on-time. Late fees are calculated at the rate of 10% of the current month's bill.

Billing

All bills are due on the 3rd of each month. Customers are responsible for timely payment of their account even if no bill is received.

Discontinuation of Water Service

All accounts with balances greater than thirty (30) dollars not paid within five (5) days after the due date are subject to discontinuation of service. A forty (40) dollar reconnection fee must be paid during business hours before service is restored. Service will be restored after hours only in an emergency case, which will result in a fifty-five (55) dollar reconnection fee. Customers may come into the office, or mail a written request (accompanied by photo identification) to set up payment arrangements prior to the due date to prevent discontinuation of service. If the agreed upon payment arrangement is not followed, service will be discontinued with no further notice and all above referenced reconnection fees apply. Customers may **not** pay reconnection fees online. Customers may **not** pay field personnel reconnection fees.

High Bills

If large bills are caused by leaks on the customer's side of the meter, the meter may be turned off by field personnel to prevent further charges.

New Service

Residential property owners make the decision as to who receives the monthly bill. All customers are assessed a \$100 service fee to obtain water service.

Water Tap

A fee of \$1,550 is assessed for each new water tap. Any inquiries regarding tap fees, costs, or placement of tap should be discussed at the District office at the time the tap is purchased.

Cutoffs

Cutoffs at the tap are maintained for the District's use only and customers should install their own cutoff valve on their side of the meter. Any customer damage to the District's property (utility line, water tap, locks) will be billed to the customer, including a \$200 tampering fee.

Access

The customer agrees to keep the property at the service address accessible and free of impediments to District access, maintenance, and meter reading. Upon notification from the District, the customer agrees to remove any impediments to District access. If such impediments are not removed within such reasonable time as requested by the District, service will be disconnected. Service shall be reinstated after any impediments are removed and all bills, reconnection fees and any other such fees are paid by the customer.