

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 1/01/2018

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 5:00 PM in the conference room of our business office.

Water Rates Currently Effective

Minimum Bill	\$18.52 plus tax
Gallons per 1,000	\$5.75 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. **Debit or credit cards are not accepted at this time.**

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. Bills may be adjusted for one leak per twelve (12) month period. Should the leak occur over more than one (1) billing period, the district will adjust two (2) consecutive bills. Please contact the office for more details regarding leak adjustments. All pressure regulators, valves, service lines, and other devices located on the customer's side of the meter are the responsibility of the customer. No pump may be installed on potable water lines without the written permission of the District.

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. All commercial accounts will be charged a deposit of two and a half (2 ½) times the average bill.

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.