



REQUEST FOR SERVICE

Service may be obtained by faxing the information listed below to (615) 824-3797; emailing to csr@hendutil.net; by mailing to P.O. Box 180, Hendersonville, TN 37077-0180; or by dropping the form in our night drop box, located at 125 Indian Lake Rd., Hendersonville, TN 37075. Our working hours are Monday through Friday, 7:30 a.m. until 4:30 p.m. CST except on holidays.

Service requests received before 3:00 p.m. CST can usually be performed the same day. If water is off it is the responsibility of the new customer to call and schedule to have their water service turned on. If you wish to apply for a landlord account, contact customer service. If you have any questions, please call our office at (615) 824-3717.

Name as service is to be listed: <i>(one name only)</i>	
New Service Address Required: Check one: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Landlord	
Mailing Address: <i>(if different from service address)</i>	
Desired date for service to begin:	
Daytime Phone Number:	
Social Security No. or Tax ID No. <i>(if business)</i> :	
Driver's License No. or State Issued ID No.: <i>(include legible copy with submission)</i>	
Email address:	
Remarks/Notes:	

PLEASE INCLUDE A LEGIBLE COPY OF THE DRIVER'S LICENSE OR A STATE ISSUED ID IN WHOSE NAME THE SERVICE IS TO BE LISTED

By signing below, you are agreeing to the terms and conditions of the attached Service Agreement. A \$30 non-refundable application fee will be charged to your new account and will be payable with your first bill.

Signature:	
Please print name:	



The Hendersonville Utility District of Sumner County, Tennessee

SERVICE AGREEMENT

The District is to furnish water and sewer connections to the consumer subject however, to the terms, stipulations and conditions hereinafter set forth.

It is understood and agreed that every condition and term of this contract is of the essence of the contract and if breached, the water may be cut off, and shall not be turned on again, except by order of the District and the payment of the charge in effect at the date of reconnection.

Failure to take advantage of any breach shall not be construed to be a waiver, the rights herein given being continuing ones.

Water and sewer connection shall be used to supply only the property covered by this contract and neither shall the Consumer nor anyone else have the right to use or permit to be used, water or sewer connection at any other house or at a different location than provided for herein.

The Consumer agrees to allow a meter of the District's selection upon his property and hereby gives his permission to enter the premises to read same.

The Consumer agrees to prevent the waste of water and the District may at any time determine the maximum amount of water that may be used by the Consumer.

The Consumer agrees that only authorized employees of the District shall be permitted to turn the water on or off and in the event damage to meter or box occurs from the fault of the Consumer, charges for same shall be paid by the Consumer.

The Consumer agrees that items deposited into the sewer system shall consist only of household and human waste, or commercial or industrial wastes prior approved, and that no objects, acids or items other than approved waste shall enter such sewers.

The Consumer further agrees that any line stoppage or breakage of line shall be promptly repaired by them if it is on their property so that no surface water or foreign materials shall be allowed to enter the sewer line.

The Consumer agrees that prior to receiving service, the Consumer must pay a connection fee and successfully complete the identification verification process. Connection fees are set by the Board of Commissioners and are subject to change.

It is expressly understood and agreed however, that the rates charged may be subject to increase or decrease, at any time by the District upon ninety days' notice to the Consumer.

The District shall have the right to go upon the premises of the Consumer and shut off the water, without further notice, when water and/or sewer bills shall become delinquent and such service shall not be reinstated until the Consumer shall have paid all bills due plus a reconnection charge in effect at the date of such reconnection.

It is the District's intention to read meters on or about the same day of each month and the mailing or delivering of such bills shall be to the last address given by the Consumer and the District will not be responsible for non-receipt of bills by the Consumer.

The Consumer may discontinue service upon due notice to the District and the District shall discontinue such service upon receipt of such notice at the earliest possible time.

The Consumer shall install, own and maintain all lateral or service lines or pipes on his property including all sewer lines and the District shall not maintain same in any way except by inspection. The Consumer further agrees to cause to be repaired all such lines damaged or broken upon his property and to notify the District when such damage occurs and when such damage has been repaired, the District having the right to inspect same at any time.

The District shall not be responsible in any way or manner in damages for any failure to supply a sufficient quantity of water, nor is it required to furnish water of any particular quality, nor is there any agreement, express or implied, that the water supplied will be sufficient for the use of the Consumer or for protection against fire nor is fire protection in any way within the purview of this contract.

The District may at any time when necessary for repairs or any other reason whatsoever, shut off the water from the Consumer's property without being liable in any way.

It is expressly understood and agreed by and between the parties, that the District shall have the right to make and put into effect all rules and regulations that may be necessary or proper, in its business of supplying water or sewer connection.

It is further understood and agreed that this contract shall be binding upon the parties, their heirs, successors, representatives, lessees, grantees and assigns, and that this is the only agreement existing between the parties, and there are no other implied or expressed covenants, representations or warranties on the part of the District.