

CUSTOMER INFORMATION SHEET

No service will be established without verbal communication with HVUD Customer Service Representative.
For your convenience you may complete the attached forms prior to contacting customer service during normal business hours
at 615-352-7076 Monday – Friday 8am-5pm.

Service Address:

(New Homes – please include Lot Number & Subdivision name given by builder)

Date of Service Request:

Full Name:

Mailing Address: (if different from Service)

Phone Number:

Social Security Number: (for verification services)

XXX-XX-XXXX

DOB: XX/XX/XXXX

(Do not include on this form for security purposes, will request during verbal confirmation)

Place of Employment:

Customer checklist for establishing service:

- Complete Customer Information Sheet
- Complete & Sign General Service Provisions and Cross Connection Questionnaire
 - Email or Fax completed information
 - Call 615-352-7076 Monday – Friday 8AM – 5PM for verbal authorization

These items are required in addition with speaking with a Customer Service Representative.

We do require 24-hour notice prior to start of service.

CUSTOMER NAME: _____

SUBDIVISION NAME: _____

COUNTY: _____

LOCATION OF DESIGNATED PROPERTY SERVICE: _____

DATE OF SERVICE: _____

ACCOUNT NUMBER: _____

**Dear Consumer: Please read, sign and return both documents to our fax or email:
fax number (615) 356-6905 OR EMAIL: customerservice@hvud.com**

The Turn On Charge of \$30.00 will be applied to your first water bill. Should you have questions, please contact us at (615) 352-7076. If you would like your account to be on automatic bank draft, please attach a voided check.

**HARPETH VALLEY UTILITIES DISTRICT
OF DAVIDSON/WILLIAMSON COUNTIES, TENNESSEE
GENERAL SERVICE PROVISIONS**

The District, having the responsibility for operating at all times in the public interest and in a financially sound manner, has the right in its sole discretion to make changes in the policies, terms, conditions, rules, regulations, specifications, rates, charges and fees under which the District is operated without prior notice to Consumer and without incurring any liability whatsoever as a result thereof.

The District will furnish potable water to Consumer as required by the Tennessee Department of Environment and Conservation. Whenever necessary in its sole discretion to promote or protect the public interest, the District shall have the right to limit the amount of water used by Consumer, or to cut off same entirely, without incurring any liability whatsoever for such actions. Consumer shall have no claim against the District for damages due to the interruption of water and/or wastewater services resulting from accident or when necessary to make alterations, repairs or improvements in the District's system.

Consumer shall abide by the laws of the United States, the State of Tennessee, and the policies, terms, conditions, rules, regulations, and specifications of the District with regard to Consumer's use of the water or wastewater services of the District. Consumer will pay for the full amount of water registered by the water meter and for wastewater service based upon the amount of water registered by the water meter for the designated property and for any related services for such property, and for such other services as may be provided by the District, in accordance with the District's then current Schedule of Rates, Charges and Fees until termination of such services. Consumer shall pay the District a turn-on-charge to initiate service if wastewater service is not available, but will be charged for wastewater services and will abide by the wastewater regulations when wastewater service is available. Consumer shall be liable to the District for any damages to the District's wastewater system caused by Consumer discharging into it wastewater containing substances detrimental to the wastewater system.

The services to be provided by the District will be used only for the benefit of the property designated herein and for no other property and such services and any tapping privilege purchased or fee paid for the designated property shall not be shifted or changed to any other property.

The District will install the meter, which shall be the exclusive property of the District and subject to its exclusive jurisdiction and control. Any tampering by the Consumer with said meter, the valve attached thereto, or meter box is strictly prohibited. Consumer will protect said meter, valve, and box and any damage thereto caused by Consumer or any third parties will be repaired or replaced by the District at the cost of Consumer. The District shall have free access to said meter at all times and any obstruction may be removed by the District at the cost of Consumer.

Consumer will install, operate and maintain at Consumer's expense all water distribution facilities on Consumer's property, including service lines, fixtures, valves, pressure regulators and other devices; except that no pump shall be connected without prior written approval of the District and all such facilities will be subject to the specifications and operating regulations of the District. Consumer by signing up for service thereby certifies that the designated property is in readiness for water to be turned on and/or wastewater service established and that the plumbing is in good condition and free of leaks. The District recommends that all domestic water services should have a pressure reducing valve. All new domestic water services established on or after January 24, 2011, are required to have a pressure reducing valve on the customer's service line installed, owned and maintained by the customer.

A copy of the District's Schedule of Rates, Charges and Fees which includes many, but not all, of the policies, terms, conditions, rules, regulations, and specifications of the District may be obtained from the District's office at 5838 River Road, Nashville, Tennessee, or by mail by calling the office at 615-352-7076.

In the event of Consumer's failure to adhere to the District's General Service Provisions and the policies, terms, conditions, rules, regulations and specifications of the District, the District will terminate service and will not restore service until all violations have been corrected to the satisfaction of the District and until Consumer has paid the District for any and all costs arising from such violations, including any legal or engineering costs incurred by the District.

THESE GENERAL SERVICE PROVISIONS SHALL BE BINDING UPON CONSUMER AND CONSUMER'S HEIRS, REPRESENTATIVES, SUCCESSORS AND ASSIGNS AND UPON ALL CONSUMERS RECEIVING WATER OR WASTEWATER SERVICES FROM THE DISTRICT.

THE DISTRICT DOES NOT DISCRIMINATE AGAINST ANY PERSON BASED ON RACE, COLOR, NATIONAL ORIGIN OR SEX AS PROVIDED BY TITLE VI OF THE CIVIL RIGHTS ACT OF 1964.

Signature: _____ Date: _____

Print Name: _____ Telephone: _____

Signature: _____ Date: _____

Print Name: _____ Telephone: _____



PLEASE NOTE:

The District recommends that all domestic water services should have a pressure reducing valve. All new domestic water services established on or after January 24, 2011, are required to have a pressure reducing valve on the customer's service line installed, owned and maintained by the customer.



Required Cross-Connection Questionnaire

1. Customer Name _____
2. Customer Address _____

3. Home Phone: _____ Cell Phone: _____
4. Does Customer Own or Rent? _____ Own _____ Rent
5. Which best describes your facility:
Commercial _____ Residential _____ Multi-Family _____
Medical _____ Agricultural _____ Other _____
6. If Commercial or Medical what is your specific type of business?
(Restaurant, Veterinary, Hospital, Retail, Office, etc.) Please list:

7. Company Name if applicable: _____
8. Do you have an irrigation system? Yes ___ No ___
9. Do you have a swimming pool? Yes ___ No ___
10. Do you have water using fire protection system? Yes ___ No ___
11. Do you have an auxiliary water supply on your premises?
(Well, Spring, Cistern, Pond, Lake, Creek, River, etc.) Yes ___ No ___
If Yes specify source: _____
12. Do you have livestock and use a water trough? Yes ___ No ___
13. Do you have a booster pump, well pump or any other type of water pump? Yes ___ No ___
Please list: _____
14. Do you have any other water-using equipment on your property not mentioned above? Yes ___ No ___
If yes, please list: _____

15. Do you have a backflow preventer? Yes ___ No ___
If yes what is it protecting from? Please list.
(Auxiliary water system, Irrigation, Main water line protection, etc.) _____

To the best of my knowledge the information provided in this questionnaire is accurate:

Signature

Print Name

Date