

CHEROKEE METROPOLITAN DISTRICT
INFORMATION SHEET FOR RESIDENTIAL WATER & SEWER SERVICE

We have arranged to give you water and sewer service as requested and are pleased to fulfill your service requirements. If at any time you have any questions regarding your water and sewer service, please call 597-5080 or visit cherokeemetro.org.

Terms of Service:

- 1) *Your water meter will be read approximately the 1st week of each month.*
- 2) *Monthly bills will be mailed to you approximately the **15th of the month** and are due and payable **on the 25th of the month**. Cherokee accepts check, cash, money order, Visa, MasterCard, or Discover as form of payment. Credit card payments will **ONLY** be accepted in person or over the phone, **NOT MAILED WITH PAYMENT**. Phone transactions will be charged \$4.00 at the time of transaction. Bills become past due within 31 days of the billing date. **If you do not receive a bill each month it is your responsibility to contact our office**. Cherokee offers online (e-Pay) payments and the option to view and sign up for e-Statement notification (go to cherokeemetro.org)*
- 3) *Water service will begin in a property renter's name upon receipt of a \$100.00 deposit. This deposit shall be interest bearing. A new deposit may be required in any case where a deposit has been previously refunded. If the deposit is paid by personal check, and that check is returned by the bank, water service will be terminated without notice and \$100.00 cash or money order plus a turn-on charge will be required to reinstate service (see #5 below for turn-on charge amount). When a renter moves and discontinues service, the deposit is applied to the final bill. Homeowners are not required to pay a deposit but may be required to show proof of ownership.*
- 4) *An average residential (single family) monthly bill, based on average winter consumption of 5 units, is \$47.63: The flat, monthly sewer charge is \$26.70 plus \$1.15 times average winter consumption,: The flat, monthly street lighting fee is \$1.18, and the water charge of \$14.00 is an availability charge and reflects no usage. Consumption of 1 to 5 units of water will be billed at \$3.90 per unit, from 6 to 20 units at \$5.25 per unit, from 21 to 35 units at \$7.95 per unit, and over 35 units of consumption at \$12.25 per unit. This increasing block rate structure is used to encourage conservation and benefit those customers who make every effort to conserve water use. A unit of water is 748 gallons.*
- 5) *SERVICE TERMINATION: Example . . . A bill is mailed to you on January 15th; it is due January 25th. Your next bill is mailed to you February 15th; it is due February 25th. If no payments have been received, a "Notice of Disconnect" will be mailed to you February 26th giving you a grace period of approximately one week for payment. If prior payment arrangements are not made before Field Operators are dispatched, there will be a trip charge of \$25.00 billed to your account. If service is terminated for non-payment, the full amount owing plus a \$25 turn-on charge (\$65 between the close of business and 8:00 p.m. on normal business days and on weekends and holidays between 8:00 a.m. and 12:00 noon) must be paid. Water service will not be restored at any other time. If payment to avoid termination of service or for reinstatement of service is made by check, and that check is returned by the bank, service will be terminated without notice. A \$25 or \$65 turn-on charge will be required (in addition to cash or money order to make the check good) to reinstate service.*
- 6) *A \$30.00 fee will be charged for returned checks. This fee will be applied to your account. If a customer continually has checks returned by the bank, the District may require that customer to pay either by cash or money order.*
- 7) *If you should move or desire service discontinued, a minimum of twenty-four (24) hours notice is required. There will be a \$25.00 service charge to turn water back on if your account has been finalized and service has been discontinued.*