



## Checklist for New Service Connections

- 1. Complete the New Service Forms online or print off
  - a. Be sure to include all forms and required items:**
    - 1. New Service Requirements Cover Page
    - 2. City of Maryville Service Contract
    - 3. City of Maryville Fee Contract
    - 4. Privacy Notice and Credit Consent
    - 5. Copy of Photo I.D. (for example: Driver's License, Passport, etc.)
    - 6. Copy of SIGNED lease if renting
    - 7. Copy of purchase contract if buying
    - 8. Business Accounts FEIN
  - b.** Account numbers and Location numbers will be filled in by City staff.
  - c.** Be sure to provide the best phone number you can be reached at during working hours of 8am to 4:30pm so you can be contacted by phone.
  - d.** If you have any questions, call our Customer Service Department at (865) 273-3456 before you drop off or mail back your forms
- 2. Return completed forms back by one of the following
  - a. By Email to [regoodson@maryville-tn.gov](mailto:regoodson@maryville-tn.gov) or [cmwest@maryville-tn.gov](mailto:cmwest@maryville-tn.gov)
  - b. Drop off in the white dropbox at the Maryville Municipal Building
  - c. Mail back to 412 W Broadway Ave, Maryville, TN 37801
- 3. A Representative with City of Maryville Utilities will call you to verify all information needed has been provided and fee amounts submitted are correct. Deposits for Commercial Locations vary so please contact Ralph Goodson at (865)273-3465 for assistance in determining the amount.
- 4. All deposits and connection fees will be added to your first bill unless you choose to submit payment by one of the following
  - a. Drop off check or cash in the white dropbox at the Maryville Municipal Building
  - b. Pay via credit card over the phone with City Personnel. If you choose this method, a non-refundable service fee of 2.85% of the transaction amount will be charged by a third party vendor to cover the processing costs.
  - c. Mail in a check payment to 412 W Broadway Ave, Maryville, TN 37801
- 5. You will be notified of your account number when your application is complete.



City of Maryville Utilities  
410 West Broadway Ave  
Maryville, TN 37801  
(865)-273-3456 phone  
(865)-273-3490 fax

## New Service Requirements

Date: \_\_\_\_\_

Primary Name for the Account: \_\_\_\_\_

Utility Requested for the Address of: \_\_\_\_\_  
\_\_\_\_\_

Date Requested for Services to Begin: \_\_\_\_\_

Please complete the City of Maryville Service Contract and return to the City at the above address or email to [regoodson@maryville-tn.gov](mailto:regoodson@maryville-tn.gov) or [cmwest@maryville-tn.gov](mailto:cmwest@maryville-tn.gov) along with a copy of your driver's license and lease (if renting) or purchase contract (if buying). If the account will be in a business name, then please include the FEIN for the business. You may call Customer Service at (865) 273-3456 for other options if you prefer not to process your request on-line. When processing applications on-line, deposit(s) and connection fee(s) will be applied to your first bill. If you would like to discuss this process, please call Customer Service. In order to better ensure your requested service start date, all information must be in our office before 12:00pm (Noon) on the day you have requested services to begin. Should your information not arrive in time, we will start utility services for you the next working day after receiving the information. Please be aware that we do not provide gas services. If you are unsure what services the City provides for your location, then please call our office to confirm. Also, please call to confirm deposit and connection fee amounts for your address.

Please be aware that all commercial locations inside the city limits must be inspected by the City of Maryville Electrical Inspector before occupancy changes can occur. If you have not done so already, please call (865) 273-3517 to schedule an appointment for an inspection if your location is located inside the city limits of Maryville.

Thank you,  
City of Maryville Utilities  
Ralph Goodson  
Service and Collections Supervisor  
(865) 273-3465



## CITY OF MARYVILLE SERVICE CONTRACT

Name: \_\_\_\_\_ Effective Date: \_\_\_\_\_

Location Address: \_\_\_\_\_

### **Office Use Only:**

Date: \_\_\_\_\_ Taken by: \_\_\_\_\_

Account No: \_\_\_\_\_ Location No: \_\_\_\_\_

The undersigned Customer hereby applies to the City Of Maryville Utilities for utility services at the location named above and/or all subsequent locations served by the City Of Maryville Utilities (the "Premises"), and hereby agrees as follows:

1. The Customer shall provide and/or allow safe access to the City's facilities on his/her/its Premises for operating, repair, maintenance, inspection, repossession and data collection necessary for billing (the "Services").
2. The Customer agrees to use and pay for services received in accordance with the rates, rules and regulations of the City of Maryville Utilities as now or hereafter are in force. These are made part of this contract and are available upon request or at [www.maryvillegov.com](http://www.maryvillegov.com).
3. In the event of default in payment of any amount due, the Customer shall pay all costs of collection including agency, reasonable attorney fees, expenses and court costs as permitted under the existing laws governing these transactions.
4. The City of Maryville Utilities shall be entitled to terminate service at all locations associated with a single account upon default and nonpayment of the account after following the Termination Procedures referenced in the "Customer Service Policy".
5. All unpaid balances after termination of service may be sold to the utility providing service at the Customer's new address. The City of Maryville Utilities and the Customer's new utility provider will collect all accounts purchased as if the service was provided by them.
6. A Deposit of \$\_\_\_\_\_ is required as security for payment for Services rendered in respect of costs at the Premises. In the event of the Customer's default and nonpayment for Services, said Deposit may be applied to all and any past due amounts, including without limitation all collection costs (including agency premiums), reasonable attorney fees, expenses and court costs (including appeals) in addition to, and not in lieu of, all and any other remedies at law and/or in equity. If the account is terminated before one year of service, deposit held will be applied to any outstanding balance due City of Maryville Utilities and any remaining balance refunded to customer. After twelve (12) months of continuous service, Deposit will be credited to the account.
7. The Customer shall notify the City of Maryville Utilities and all other utility companies serving the Premises prior to commencement of any construction work.
8. For the purpose of securing credit, the undersigned hereby certifies that I have read this contract, that the above information is true and complete to the best of my knowledge, and that I am authorized to execute this contract on behalf of the Customer so as to bind the Customer as set forth herein. I further certify that I have obtained the age of majority or, if an entity, that said entity is validly formed and in good standing with all authorities having jurisdiction. I authorize the City of Maryville Utilities to check my credit and employment history, and to obtain further information relating to my credit.
9. By signing below, I acknowledge and agree to the terms, conditions, rules, regulations and privacy notice of the City of Maryville Utilities in its operation of providing electric, water, sewer and any other ancillary products and services related to utility Services. I acknowledge and agree that it is the policy of the City of Maryville Utilities that all Services and activities be administered in conformity with the requirements of Title VI of the Civil Rights Act of 1964 and other laws as may be applicable.

Primary signature: \_\_\_\_\_ Date: \_\_\_\_\_

Secondary signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **Business Accounts Only:**

Name of Business: \_\_\_\_\_

Type of Business (check):  LLC  Corp.  Trust  GP  LP  Other \_\_\_\_\_

By: \_\_\_\_\_

Name (print): \_\_\_\_\_ Title: \_\_\_\_\_

Guaranty: I/we, the undersigned natural person(s), do hereby pledge and agree to guarantee the debts and obligations of the within named Customer under this contract in the event that said Customer fails or refuses to pay the same.

## CITY OF MARYVILLE FEE CONTRACT

Primary Name:	Secondary Name:
Date for service to begin:	
Service Address:	
Mailing Address:	
Phone Number:	Email:
Photo Identification Number:	State or Country of Issuance:
Date of Birth:	Place of employment:

DESCRIPTION	QUANTITY	PRICE EACH	AMOUNT DUE
RESIDENTIAL ELECTRIC DEPOSIT		\$ 200.00	\$
RESIDENTIAL WATER DEPOSIT		\$ 25.00	\$
RESIDENTIAL SEWER DEPOSIT		\$ 25.00	\$
RESIDENTIAL IRRIGATION DEPOSIT		\$ 25.00	\$
ELECTRIC CONNECTION FEE		\$ 25.00	\$
WATER CONNECTION FEE		\$ 25.00	\$
SEWER CONNECTION FEE		\$ -	\$
IRRIGATION CONNECTION FEE		\$ 25.00	\$
COMMERCIAL DEPOSITS (VARY BY SIZE OF LOCATION)	CALL FOR AMOUNT-SEE BELOW		\$
WATER INSPECTION (REPLACING WATER LINE)		\$ 32.00	\$
SEWER INSPECTION (REPLACING SEWER LINE)		\$ 32.00	\$
OTHER:		\$	\$
OTHER:		\$	\$
<b>CURRENT TOTAL DUE FOR UTILITIES:</b>			<b>\$</b>

\*\* Please be aware that American Express is not accepted and there is a non-refundable service fee of 2.85% of the transaction amount per credit card transaction. We accept Visa, MasterCard & Discover. \*\*

**For Commercial Deposit amounts, please call Ralph Goodson at (865)273-3465.**

Primary Signature :	Date:
Secondary Signature :	Date:

<b>Office Use Only:</b>	
Account Number:	Location Number:

## City of Maryville Utilities Privacy Notice and Credit Consent

By applying for utility service, I/we understand that I/we have initiated a business transaction, which permits the City of Maryville Utilities and its affiliates, successors and assigns ("COMU"), to access, collect, maintain and disclose certain consumer report(s) relating to my/our personal information. I/we understand a consumer report may include, but not be limited to, any information bearing on my credit worthiness, credit standing, or credit capacity.

I/we further acknowledge and understand as follows:

1. COMU collects and/or retains private personal information about its customers from (a) information received from its customers on applications or other forms, (b) information received relating to customer transactions with COMU and/or other third parties including but not limited to insurance agencies, and (c) information received from any consumer reporting agencies.
2. COMU may disclose all of the information that it collects about customers while they are a consumer, customer, prospective consumer or customer, or former consumer or customer, to its affiliates and any related company(ies) or agency(ies).
3. I/we understand that I/we have the right to request a disclosure of the current information on file about me/us from COMU within a reasonable time of applying for credit. Further, I/we understand that other information reported by credit agency(ies) may likewise be requested from those agencies. In either case, I/we agree to provide proper identification and the payment of any authorized fees prior to receiving such disclosure(s).
4. COMU may disclose private personal information about me/us to some or all of the following party(ies) as follows: (a) financial service providers like banks, credit unions and other financial institutions, (b) non-financial institutions such as water, gas and electric companies, and other entities such as insurance companies, governmental agencies, or other entities permitted or required to disclosures of such information by law.
5. COMU restricts access to private personal information to those employees of COMU who require the same to provide products and/or services to COMU's consumers/customers.
6. You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers which could result in charges to you. We may also contact you by sending text messages, auto dialers or emails, using any email address you provide us. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable. **You also agree, to pay 23% collection fee added to the account for collections.**

I/We have read this disclosure and agree that the City of Maryville may contact me/us as described above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Locations with Irrigation Systems Only:**

### **Cross-Connection Control Program**

The City of Maryville is required by the Federal and State governments to implement and enforce certain regulations pertaining to its water distribution system. One such regulation pertains to the control of cross-connections with any other water systems capable of imparting contamination to the potable drinking water supply.

Therefore, in accordance with Federal and State regulations, the City of Maryville has adopted and maintains a Cross-Connection Control Program to help protect its drinking water distribution system from such hazards. Backflow devices must be inspected and tested yearly by this office, or a private contractor designated by this office, or as deemed necessary by the Environmental Compliance Inspector. The City is requesting that the irrigation device and/or water supply line be activated by May 1<sup>st</sup> of each year.

Your testing fee will be subject to the size of the device, and the fee shall be billed monthly upon applying for service. To see the fee amounts for each size, please check the City's website at [www.maryvillegov.com/customer-service](http://www.maryvillegov.com/customer-service) and download the Current Water and Sewer Rates.

Please be aware that you are required to pay the monthly testing fee for your backflow device. Residential customers can choose to no longer use an irrigation system, but the backflow device must be capped and inspected before it can be removed from billing.

Should you have questions, please do not hesitate to contact the Water and Sewer Dept. at 273-3304, Monday through Friday, 7:30 a.m. to 4:00 p.m.