

Important Policy Change

Dear WBUD Customer:

If your water tap was physically made after August 1, 2009, this may not apply to you. Taps made after August 1, 2009 has a valve already on the customer's side for the customer to use. This valve is located in the meter box. All other equipment must follow the policy below.

All other water taps from April 1987 to July 31, 2009 and most all subdivisions that have the infrastructure already in place will need to pay close attention to the policy change below.

If you have any question please call Watts Bar Utility District at 800-882-5099.

12... Customers must install a shut-off valve on their side of the meter. This valve must be installed at the water meter, meeting the requirements of this policy.

When a customer calls during regular business hours to have the water shut-off due to a leak on their side, WBUD will turn off the valve at the meter on WBUD's side and will not reinstate water service to the premises until the customer has installed a shut-off valve on their side of the meter. Water service will only be reinstated during regular business hours only.

When a customer calls after hours, weekends, holiday's, etc... to have the water shut-off due to a leak on their side, WBUD will turn off the valve at the meter on WBUD's side and will not reinstate water service to the premises until the customer has installed a shut-off valve on their side of the meter and the customer will be billed an after hours Non-Refundable service charge.

Paragraph 12 of this policy takes effect on July 01, 2011.

4... The Customer **must** install a shut-off valve/hand valve on their side of the meter. The valve must be located at or near the meter, but in all cases, no further than five (5) feet from the meter and must meet paragraph 5 of this policy.

5... WBUD will install the tap, meter, and box. Only WBUD equipment shall be installed inside the box. All equipment that belongs to the customer shall be installed outside of WBUD's box. Customer's equipment may include, but not be limited to the following:

- a.) Pressure Reducers
- b.) Shut-off Valves
- c.) Backflow Devices
- d.) Other equipment that does not belong to WBUD