

WALDEN'S RIDGE UTILITY DISTRICT

3900 Taft Highway
Signal Mountain, Tennessee 37377

Commissioners:
FRANK GROVES, JR., PRESIDENT
J ROBERT MCKENZIE, VICE PRESIDENT
DAVID J. FULTON, SECRETARY

RONALD WEST, Manager

BILLING PROCEDURES

District meters are read every month with bills mailed by the 12th of the each month.

The **DUE DATE** is the 27th of the same month.

LATE FEES will be posted on the 8th of the following month.

Payment for all **PAST DUE BALANCES** must be received in the office by 3:30pm the 27th of each month. At 3:30 pm on the 27th of each month, a **\$50.00 DELINQUENCY FEE** will be applied to all accounts with a past due balance. This fee is assessed because payment was not received by the cut off time and is due even if the customer makes payment after 3:30 pm on the 27th though the meter has yet to be turned off and locked.

Meters will be **LOCKED FOR NON-PAYMENT** on the 28th or the next business day for those who still have not paid. At this time the entire past due balance and the Delinquency Fee must be paid before service can be reinstated.

If a customer chooses to pay for afterhours services, a **\$50.00 AFTER HOURS FEE** will be applied to any customer who wishes to have service reinstated after business hours (Monday through Friday, 8 am to 4:30 pm). For **AFTER HOURS SERVICES**, the customer will be required to pay the entire past due balance on their account, the assessed Delinquency Fee and the After Hour's Fee in order to have the meter unlocked and turned back on.

If a customer has not had the meter **LOCKED FOR NON-PAYMENT** in their prior four (4) year history, then the District will, **ONE TIME ONLY**, lock out the meter but will not assess the \$50.00 Delinquency Fee as a courtesy reminder.

Should any due date fall on Saturday, Sunday or a Holiday, the customer will have until the next business day at 3:30 pm before payment is due or any fees are assessed.

(423) 886-2683 Office (423) 886-1940 Fax
Office Hours: 8:00 a.m. – 4:30 p.m. Monday through Friday