

UNION FORK BAKEWELL UTILITY DISTRICT

405 Retro Hughes Road Bakewell, TN 37373
(423) 332-9733 www.ufbud.com

WELCOME to Union Fork Bakewell Utility District. We value you as a customer and are here to provide quality water and service to you.

- Office Hours:** Monday through Friday 7:30 am to 4:00 pm. If you experience an emergency after business hours, please call the office number (423) 332-9733 and press one for emergency personnel.
- Water Bills:** Bills are due on the 15th day of each month. If bill is not paid by the 15th, a 10% penalty is assessed. If bill is not paid by the 25th of each month, a \$50 delinquency fee is assessed and water disconnected. If the 15th day of each month falls on Monday-Thursday, you may place your payment in the drop box if desired on the 15th and receive credit without being charged the 10% penalty. The payment must be in the drop box no later than 7:30 am on the 16th before the office opens to receive credit without the penalty. If the 15th falls on a Friday, your bill must be paid in full by close of business at 4:00 pm. If the 15th falls on a Saturday or Sunday, you have until the following Monday to pay with no additional penalty. The same policy is in effect for the \$50 delinquency fee.
- Drop Box Payments:** A drop box is provided for your convenience for after hours payments. It is located to the left of the office door. The drop box is for checks and money orders only – please do not put cash in the drop box. We are not responsible for cash payments. Payments received through the drop box are retrieved Monday through Friday at 7:30 am. Payments are also retrieved on Saturday and Sundays.
- Payments:** Payments on accounts may be made using several methods. You may pay in the office, drop box, online at ufbud.com using our web portal via credit or debit card. We also offer auto pay with a credit or debit card through your web portal. We also have a bank draft option with no fees. You may also pay by phone at 1-866-324-0420. You must enter all twelve numbers for accuracy of account information. There is a processing fee to use cards which is based on the amount of the bill.
- After Hours Service Call Fee:** If your meter is locked for non-payment, an after hours fee of \$100 will be charged to unlock your meter. Your delinquent account must be paid by 3:00 pm Monday through Friday to avoid this fee. If a customer experiences a problem with their water service and requests the District be dispatched after hours, the customer will incur a \$100 Service Call. The District will only respond to after hours requests until 8:00 pm.
- Meter Tampering Fee:** If a meter is locked and the lock is tampered with or removed, the customer will be charged a fee of \$100 for the first offense, \$200 for the second offense and \$300 for the third offense. After third offense, District has the right to terminate service and pursue criminal charges. If any damage occurs to the meter, box, lid, setter, etc. customer will be charged fees according to damage. The fees must be paid in full before water service is restored.
- Payment Return Fee:** A \$30 fee will be charged for all payments returned including check, bank draft, credit or debit card and auto credit card payments. You may also be charged the 10% penalty and the \$50 delinquency fee if you fail to pay on or before the due dates of the 15th and the 25th.