



Town of Mason

12157 Main Street
Mason, TN 38049
901-294-3525 Phone
901-294-2307 Fax

Mason Water Service Application

“This is an equal opportunity provider and employer.”

Date: _____

Name: _____ DOB _____ SS# _____

Mailing Address: _____

Service Address: _____

Home Phone: _____ Cell Phone: _____ Work #: _____

****ANY SPECIAL INSTRUCTIONS FOR THE METER READER(S)****

Email: _____

Employer: _____ Yr.(s) Employed: _____

Occupation: _____ Annual Salary: _____

3rd Party Contact (another person we can discuss your account with)

Name: _____

Address: _____

Phone: _____

Check all that apply:

_____ \$50.00 connection fee (renter/owner)

_____ \$200.00 deposit (residential rental)

_____ \$500.00 deposit (commercial)
_____ \$750.00 (water tap fee)
_____ \$ 350.00 (water bore)

Receipt # _____ Check # _____
Clerk: _____ Cash Amount: \$ _____

Billing Schedule

Due Date – 25th of month

Penalties added – 26th of month

Cut-offs – 7th of month

Bills mailed out – 11th -15th of the month

Water/Gas Meter Read – 18th -24th of the month

NOTE: **If payment is not made on the account by the time the cut off list is generated (8:30 am) a \$50.00 fee will be added to your account even if your water/gas services are not interrupted. **

Customer Signature: _____ Date: _____



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TOWN OF MASON CONTRACT (Residential)

The following are the terms of the Agreement between _____ and Town of Mason in connection with the water/gas.

1. Renter(s) there is a \$200.00 (dollar) deposit and a \$50.00 connection fee for water and gas. Renter must bring in the following documentations and a picture ID:

Valid Lease Agreement. ☒ _____ (Initial here)
2. Owner(s) there is a \$50.00 connection fee for water/gas. ☒ _____ Initial here
3. Owner(s) must show proof of ownership Town of Mason will accept the following documentations and a picture ID:
 - a. Tax Receipt ☒ _____ Initial here
 - b. Loan agreement ☒ _____ Initial here
 - c. Quit Claim Deed ☒ _____ Initial here
 - d. Mortgage Statement ☒ _____ Initial here
4. Disconnections:
 - a. Customers must come to City Hall and fill out a disconnect form once they have relocated from the property.
 - b. Not completing the disconnect form will result in water/gas services staying active and customers continuing to receive a bill and penalties.
5. Reimbursements:
 - a. Upon completing the disconnect form, the customer will be able for reimbursement if the account is at a zero balance. ☒ _____ Initial here
 - b. If there is a balance on the account, the Town of Mason will withhold the balance owed on the account from the deposit and the customer will receive the remaining balance in the form of a refund check. ☒ _____ Initial here
 - c. Please allow 30-45 days to receive deposit check for water/gas services.
6. Billing Schedule:
 - a. Cut offs are the 7th of the month. ☒ _____ Initial here
 - b. Due date is the 25th of the month. ☒ _____ Initial here
 - c. Penalties are added on the 26th of the month. ☒ _____ Initial here

- d. Bills will be mailed to customers between the 11th and the 15th of the month. ☐ _____ Initial here
- e. Water/Gas meter(s) will be read between the 18th and 25th of the month. ☐ _____ Initial here
- f. Failure to receive a bill does not relieve customers of payment or penalty. ☐ _____ Initial here

****If payment is not made on the account by the time the cut off list is generated (8:30am) a \$50.00 fee will be added to your account even if your water/gas services are not interrupted. ****

7. Penalties/Partial Payments:

- a. Town of Mason does not accept partial payments. Full payments are due at the time the bill is being paid. ☐ _____ Initial here
- b. Online/Over the phone payments must be paid before 12:00 midnight prior to due date and cutoff date. Doing this will ensure that your payments are posted in a timely manner. ☐ _____ Initial here

8. Return check fee:

- a. There will be a \$40.00 service charge on all return checks. ☐ _____ Initial here
- b. Customer will have 10 days to pay for water/gas account. ☐ _____ Initial here
- c. Payments must be made BY CASH or MONEY ORDER. ☐ _____ Initial here
- d. If a customer receives two (2) returned checks in one (1) calendar year customer will be suspended from paying by check for one (1) year. This will result in CASH or MONEY ORDER only payments. ☐ _____ Initial here.

9. Rendered Services:

_____ \$50.00 connection fee	(renter/owner) ☐ _____ Initial here
_____ \$200.00 deposit	(residential renter) ☐ _____ Initial here
_____ \$500.00	(commercial) ☐ _____ Initial here
_____ \$750.00	(water tap fee) ☐ _____ Initial here
_____ \$350.00	(water bore) ☐ _____ Initial here

Receipt # _____

Check#: _____

Clerk: _____

Cash Amount: \$ _____

Customer Signature: _____ Date: _____



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Dear Customer(s):

*This letter is to inform you of schedule billing, cut-off dates, and contact information. Water and Gas service payments can be mailed to or made at Mason City Hall. Failure to receive a bill does not relieve consumers of payment or penalties. If customer name(s) appear on disconnection list, you are responsible for the \$50.00 re-connection fee(s) whether services have been interrupted or not. Re-connection fees must be paid before the service is restored. All payments that are paid via online or over the phone **MUST** be paid before 11:00pm the day before penalties and cut-offs to avoid being charged with penalties or re-connect fees. All payments must be received before 8:30am on the morning of cut-offs to avoid penalties or re-connection fees. There will be a \$40.00 fee on all returned checks. Cut-offs are on the 7th of the month. Bills are due on the 25th of the month, and penalties will be added on the 26th of the month. Partial payments are **NOT ACCEPTED**.*

Information on Natural Gas Safety is available to you at Mason City Hall also. The informational materials will give you a better understanding of the smell of Natural Gas and safety measures to take when dealing with Natural Gas. Please keep this letter for future references.

*****Customers are not allowed to turn on or off any gas or water meter. If caught turning utilities on after they have been disconnected by a Town of Mason employees, there will be a \$1,000.00 theft of service charged added to your bill.***

Matalee Hall – Public Works Utilities Manager

Emergency After Hours – 901-451-2860

Office Hours

8:00am – 4:30pm

Monday – Friday

Closed on Weekends and Holidays

Signature

Date

EDDIE NOEMAN, MAYOR
ENOEMAN@TOWNOFMASONTN.ORG



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