

- I can't pull usage detail from before 9/15 because it's a new website
- I was told by Mayor (multiple times) and Matt my water wouldn't be turned off till it was fixed. They would figure out the bill issue when April got back to work. She came back on a Monday, and my water was turned off by 9 that morning. This added additional charges to my bill.
- I've been trying to get this resolved since end of September, beginning of October.
- I have spoken with Nashville. The man said I have to present it to the board. If it isn't resolved or an ~~an~~ agreement isn't made, then I can make an official complaint.
- I have pictures of my old meter (6 digits) along with a video showing my meter being covered in dirt and weeds. This video was taken after the ~~old~~ checked the meter. It's easy to see that clearly it hasn't been checked <sup>old</sup>.
- My meter has 6 digits only for usage. My bill has 7 digits for usage.
- New meter was put in at the end of November.



MY old meter usage

1 2 3 4 5 6 ?

They said a digit  
is taken off so,

It should be... 4

1 2 3 4 5 ~~6~~

1 2 3 4 5

on bill

bill usage

1 2 3 4 5 6 7

\*Extra digit

~~1 2 3 4 5 6 7~~

2





2025

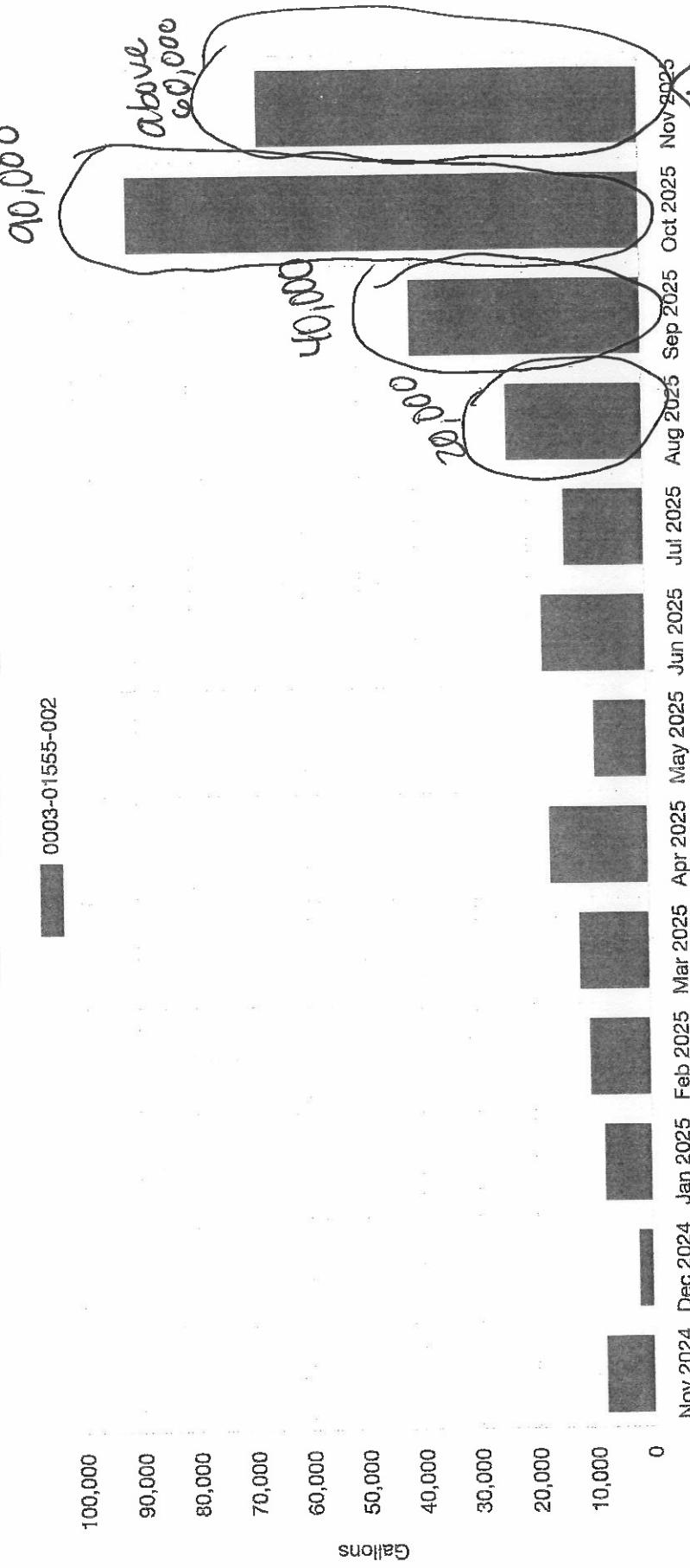
## Usage

\* 100,000 is highest on the chart

< | Current | >

Detailed Usage

### Current Water Usage



\* New meter with 7 digits put in late. New meter was still in usage for some of

C

14

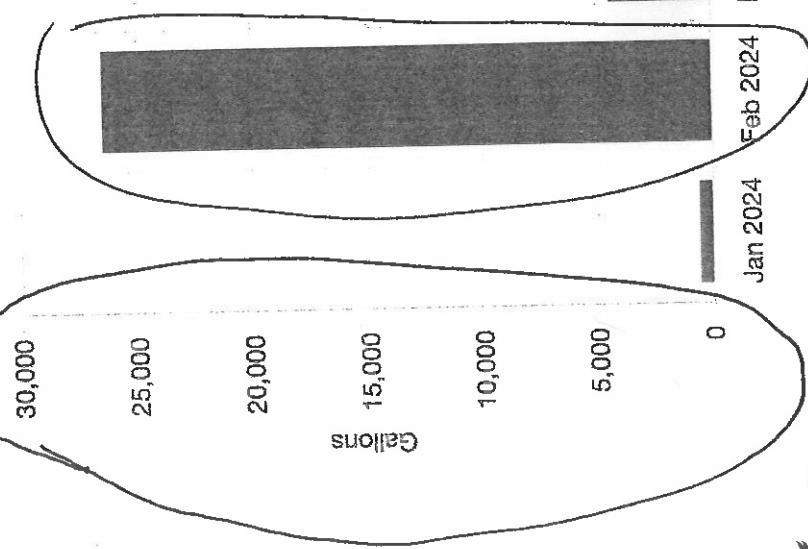
2024

## Usage

\* 30,000 is the highest ever been on the chart

< 2024 >

It's high goes in 2025



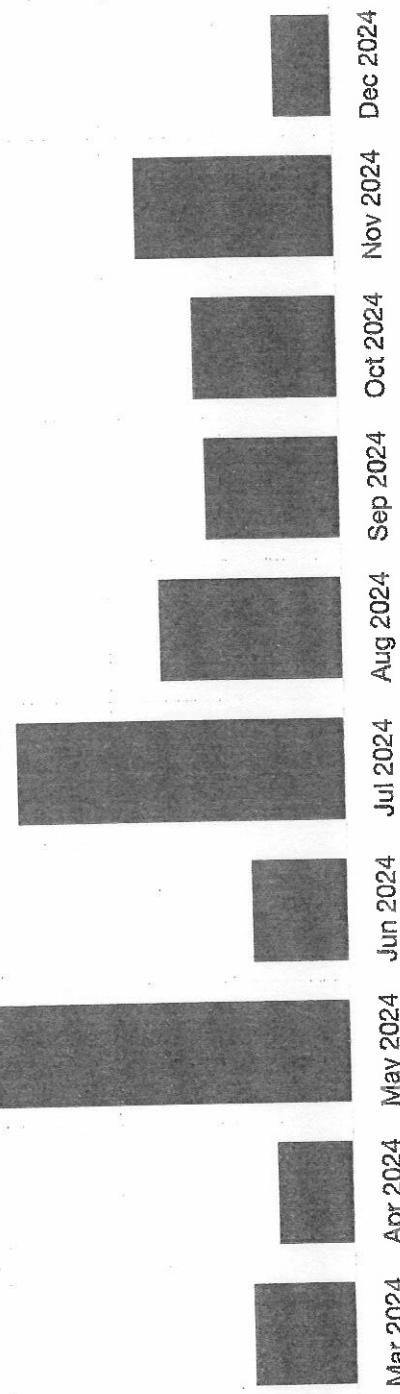
Average - 6,000 - 8,000

## Detailed Usage

\* Feb 2024 - about 24,000

## Water Usage (2024)

0003-01555-002



5

**Town of Mason**  
12157 Main Street  
Mason, TN 38049  
Phone: (901) 294-3525

TP.000608.01062

STACIE SIMS  
2280 HWY 70  
STANTON, TN 38069

ACCOUNT #	0003-01555-002
Net Due On or Before 12/25/2025	\$628.02
Amount Due After 12/25/2025	\$656.81
Amount Enclosed	

If you have made changes on the  
back of the stub, please checkmark.  
Please make checks payable and remit to:

**Town of Mason**  
12157 Main Street  
Mason, TN 38049

Service Address:  
2280 HWY 70, STANTON, TN 38069



Billing Cycle: 02

Customer Type: R

Date Issued: 12/10/2025

RETURN THIS PORTION WITH PAYMENT

RETAIN THIS SECTION FOR YOUR RECORDS

**Town of Mason**  
12157 Main Street  
Mason, TN 38049

Phone: (901) 294-3525

Office Hours: 8:00 am to 4:30 pm  
Monday - Friday

DESCRIPTION	METER	READING DATES	ACCOUNT NAME			
			ACCOUNT #	SERVICE ADDRESS		
BF Balance Forward	89025442	11/9/25 - 11/15/25	0003-01555-002	STACIE SIMS	2280 HWY 70	
WA Water	42499840	10/15/25 - 11/9/25		1226800	1226800	
WAC Meter Change Out						
ST State Tax						
<b>AUTO-PAY BILL - DO NOT PAY</b>						

PAY BY PHONE 844.368.1113 NO CASH IN DROPBOX OFFICE  
HOURS MONDAY-FRIDAY 8:00AM-4:30PM

Net Due On or Before 12/25/2025	\$628.02
Amount Due After 12/25/2025	\$656.81

ATTENTION: A 10% penalty is added to the account at 8:30 AM of the day after the due date. Payments must be made by 8:30 am 10 days after the due date to avoid being put on the cut-off list. IF YOUR NAME APPEARS ON THE CUT-OFF LIST, A \$50.00 RECONNECT FEE WILL BE ADDED TO YOUR ACCOUNT, EVEN IF YOUR WATER/GAS SERVICES ARE NOT DISCONNECTED!



6



# Town of Mason

PLEASE NOTE ANY CHANGES IN MAILING ADDRESS OR INCORRECT SPELLING FROM THE REVERSE SIDE.

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: (    ) \_\_\_\_\_ Cell Phone Number: (    ) \_\_\_\_\_

Email Address: \_\_\_\_\_

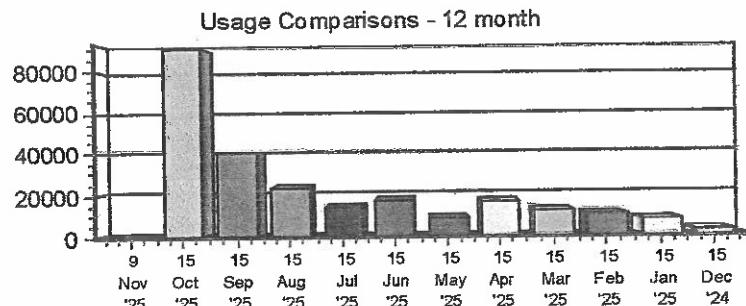
**THANK YOU**

## EXPLORE YOUR BILL PAYMENT OPTIONS!

- Sign up for a WEB PORTAL ACCOUNT today to give yourself the most convenient methods for paying your bill! Scan the QR code at right or visit <https://townofmasontn.utilitydistrict.com/> to sign up.
- Tired of receiving a paper bill in the mail? PAPERLESS BILLING will help you save on postage and ensure you'll never have to wait for (or fool with!) a paper bill again.
- Want an easy, safe, and stress-free way to pay your bill? Set it and forget it with AUTOPAY! Autopay allows you to pay automatically on or near the due date!



USAGE COMPARISONS			
Period	Days	Usage	Daily Avg.
Current Billing Period	6	66900	11150.000
Previous Billing Period	25	0	0.000
Same Period Last Year	30	2500	83.333



## Mason Water and Gas

12157 Main Street

Mason, TN 38049

Phone: (901) 294-3525

Fax: (901) 294-2307

After Hours Emergency: (931) 264-1864

Pay online [www.TownofMasonTN.org](http://www.TownofMasonTN.org)

Make separate checks payable to Mason Gas for gas bills only, OR Mason Water for water bills only.

Return Check Fees are \$40.00

Charges of 2.95% fee with use of credit card payment.

Bring your entire bill with you when paying at City Hall, if you would like a stamped receipt. We offer copying, scanning, printing, and notary services for an additional fee. Include the top portion of your bill when mailing payments or a replacement fee will be added to your account balance.

If a bill remains unpaid 10 days after the due date, service may be disconnected without further notice. Applicable re-connection fees and past due bill must be paid in full before service is restored.

## SMELL GAS?????

Before striking matches or operating electrical switches, call the Mason Natural Gas Department at (901) 294-3525 or Emergency / After Hours (931) 264-1864.

## CALL BEFORE YOU DIG!!!!!!

To prevent any damage to underground Utilities and danger to yourself and family, please call (800) 351-1111 or (901) 294-3525 or (931) 264-1864 at least 72 hours before any digging.

7

7

**Town of Mason**  
12157 Main Street  
Mason, TN 38049  
Phone: (901) 294-3525

T3 P1.000605.00519  
Stacie Sims  
2280 Hwy 70  
Stanton, TN 38069-5498

ACCOUNT #	0003-01555-002
Net Due On or Before 11/25/2025	\$634.54
Amount Due After 11/25/2025	\$672.61
Amount Enclosed	

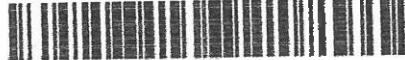
If you have made changes on the  
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Please make checks payable and remit to:

**Town of Mason**  
12157 Main Street  
Mason, TN 38049

Service Address:  
2280 HWY 70, STANTON, TN 38069

Billing Cycle: 02 Customer Type: R

Date Issued: 11/10/2025



RETURN THIS PORTION WITH PAYMENT

RETAIN THIS SECTION FOR YOUR RECORDS

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12157 Main Street  
Mason, TN 38049

Phone: (901) 294-3525

Office Hours: 8:00 am to 4:30 pm  
Monday - Friday

DESCRIPTION	METER	READING DATES	ACCOUNT NAME		USAGE	CHARGES
			ACCOUNT #	SERVICE ADDRESS		
BF Balance Forward	42499840	9/15/25 - 10/15/25	0003-01555-002	2280 HWY 70	1136300 1226800	\$218.67
WA Water					90500	\$380.66
ST State Tax						\$35.21
old meter						
PAY BY PHONE 844.368.1113 NO CASH IN DROPBOX OFFICE				Net Due On or Before 11/25/2025		\$634.54
HOURS MONDAY-FRIDAY 8:00AM-4:30PM				Amount Due After 11/25/2025		\$672.61

ATTENTION: A 10% penalty is added to the account at 8:30 AM of the day after the due date. Payments must be made by 8:30 am 10 days after the due date to avoid being put on the cut-off list. IF YOUR NAME APPEARS ON THE CUT-OFF LIST, A \$50.00 RECONNECT FEE WILL BE ADDED TO YOUR ACCOUNT, EVEN IF YOUR WATER/GAS SERVICES ARE NOT DISCONNECTED!

**Set it and forget it with autopay!**

- Convenient, safe, and hassle-free
- Pay automatically on or near the due date
- Avoid late penalties
- Autopay with a debit or credit card

**HOW TO GET STARTED:**  
1. Log in to your portal account (or scan the QR code).  
2. Go to your settings.  
3. Click **Manage Autopay** in My Payment Center.



8



# Town of Mason

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City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: (   ) \_\_\_\_\_ Cell Phone Number: (   ) \_\_\_\_\_

Email Address: \_\_\_\_\_

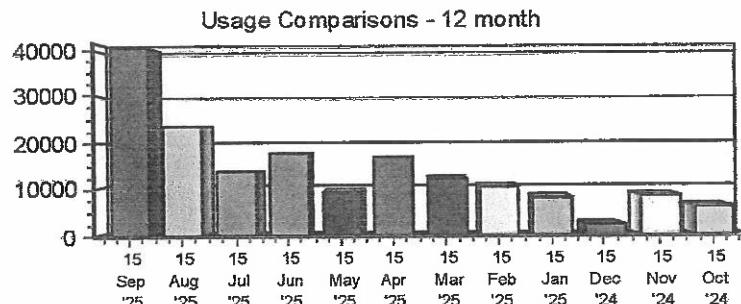
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USAGE COMPARISONS			
Period	Days	Usage	Daily Avg.
Current Billing Period	30	90500	3016.667
Previous Billing Period	31	40300	1300.000
Same Period Last Year	30	6100	203.333



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Mason, TN 38049

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9

P

## Transaction History

Date	Account #	Description	Amount	Balance
12-11-2025	0003-01555-002	WCP Web CC Payment - Payment	-\$70.00	\$558.02
12-10-2025	0003-01555-002	Billing Charge	\$314.54	\$628.02
12-09-2025	0003-01555-002	Penalty Billing	\$50.00	\$313.48
11-26-2025	0003-01555-002	Penalty Billing	\$38.07	\$263.48
11-26-2025	0003-01555-002	LEK Leak Adjustment - Adjustment	-\$254.13	\$225.41
11-24-2025	0003-01555-002	WCP Web CC Payment - Payment	-\$205.00	\$479.54
11-12-2025	0003-01555-002	08 Water Conn Fee Chg - Service Charge	\$50.00	\$684.54
11-10-2025	0003-01555-002	Billing Charge	\$415.87	\$634.54
10-28-2025	0003-01555-002	Penalty Billing	\$18.34	\$218.67
10-09-2025	0003-01555-002	Billing Charge	\$200.33	\$200.33
09-25-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$127.34	\$0.00
09-09-2025	0003-01555-002	Billing Charge	\$127.34	\$127.34
08-27-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$94.00	\$0.00
08-26-2025	0003-01555-002	Penalty Billing	\$7.88	\$94.00
08-08-2025	0003-01555-002	Billing Charge	\$86.12	\$86.12
07-25-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$109.42	\$0.00
07-09-2025	0003-01555-002	Billing Charge	\$103.30	\$109.42
06-26-2025	0003-01555-002	Penalty Billing	\$6.12	\$6.12
06-26-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$66.81	\$0.00
06-11-2025	0003-01555-002	Billing Charge	\$66.81	\$66.81
05-22-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$91.82	\$0.00
05-09-2025	0003-01555-002	Billing Charge	\$91.82	\$91.82
04-24-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$71.21	\$0.00
04-10-2025	0003-01555-002	Billing Charge	\$71.21	\$71.21
03-25-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$64.77	\$0.00
03-12-2025	0003-01555-002	Billing Charge	\$64.77	\$64.77
02-25-2025	0003-01555-002	CCD CREDIT CARD - Payment	-\$139.98	\$0.00
02-10-2025	0003-01555-002	Billing Charge	\$54.90	\$139.98
02-10-2025	0003-01555-002	Penalty Billing	\$50.00	\$85.08
01-28-2025	0003-01555-002	Penalty Billing	\$2.94	\$35.08
01-13-2025	0003-01555-002	Billing Charge	\$32.14	\$32.14
12-23-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$55.76	\$0.00
12-11-2024	0003-01555-002	Billing Charge	\$55.76	\$55.76
11-21-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$45.45	\$0.00

10

Date	Account #	Description	Amount	Balance
11-08-2024	0003-01555-002	Billing Charge	\$45.45	\$45.45
10-24-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$43.57	\$0.00
10-10-2024	0003-01555-002	Billing Charge	\$43.73	\$43.73
09-09-2024	0003-01555-002	Billing Charge	\$52.75	-\$0.16
08-27-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$45.00	-\$52.91
08-14-2024	0003-01555-002	Billing Charge	\$80.23	-\$7.91
07-18-2024	0003-01555-002	Billing Charge	\$36.86	-\$88.14
07-01-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$125.00	-\$125.00
06-20-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$88.38	\$0.00
06-17-2024	0003-01555-002	Billing Charge	\$88.38	\$88.38
05-24-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$33.43	\$0.00
05-16-2024	0003-01555-002	Billing Charge	\$33.43	\$33.43
04-20-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$38.15	\$0.00
04-16-2024	0003-01555-002	Billing Charge	\$38.15	\$38.15
03-25-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$133.04	\$0.00
03-12-2024	0003-01555-002	Billing Charge	\$133.04	\$133.04
02-22-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$32.14	\$0.00
02-16-2024	0003-01555-002	Billing Charge	\$32.14	\$32.14
01-25-2024	0003-01555-002	CCD CREDIT CARD - Payment	-\$32.14	\$0.00
01-09-2024	0003-01555-002	Billing Charge	\$32.14	\$32.14
12-27-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$70.78	\$0.00
12-14-2023	0003-01555-002	Billing Charge	\$70.78	\$70.78
11-25-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$61.33	\$0.00
11-08-2023	0003-01555-002	Billing Charge	\$61.33	\$61.33
10-26-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$36.86	\$0.00
10-11-2023	0003-01555-002	Billing Charge	\$36.86	\$36.86
09-26-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$14.10	\$0.00
09-08-2023	0003-01555-002	Billing Charge	\$114.14	\$14.10
08-08-2023	0003-01555-002	Billing Charge	\$74.65	-\$100.04
07-10-2023	0003-01555-002	Billing Charge	\$125.31	-\$174.69
06-29-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$300.00	-\$300.00
06-21-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$42.88	\$0.00
06-08-2023	0003-01555-002	Billing Charge	\$42.88	\$42.88
05-24-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$49.32	\$0.00



Date	Account #	Description	Amount	Balance
05-08-2023	0003-01555-002	Billing Charge	\$49.32	\$49.32
04-25-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$61.33	\$0.00
04-10-2023	0003-01555-002	Billing Charge	\$61.33	\$61.33
03-23-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$52.75	\$0.00
03-13-2023	0003-01555-002	Billing Charge	\$52.75	\$52.75
02-23-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$66.49	\$0.00
02-07-2023	0003-01555-002	Billing Charge	\$66.49	\$66.49
01-24-2023	0003-01555-002	CCD CREDIT CARD - Payment	-\$56.19	\$0.00
01-12-2023	0003-01555-002	Billing Charge	\$56.19	\$56.19
12-21-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$43.31	\$0.00
12-12-2022	0003-01555-002	Billing Charge	\$43.31	\$43.31
11-16-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$48.03	\$0.00
11-08-2022	0003-01555-002	Billing Charge	\$48.03	\$48.03
10-25-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$82.37	\$0.00
10-10-2022	0003-01555-002	Billing Charge	\$82.37	\$82.37
09-23-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$62.20	\$0.00
09-08-2022	0003-01555-002	Billing Charge	\$62.20	\$62.20
08-26-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$14.53	\$0.00
08-08-2022	0003-01555-002	Billing Charge	\$58.77	\$14.53
07-07-2022	0003-01555-002	Billing Charge	\$40.76	-\$44.24
06-30-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$85.00	-\$85.00
06-23-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$36.98	\$0.00
06-07-2022	0003-01555-002	Billing Charge	\$36.98	\$36.98
05-26-2022	0003-01555-002	Penalty Billing	\$3.19	\$0.00
05-26-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$38.06	-\$3.19
05-09-2022	0003-01555-002	Billing Charge	\$34.87	\$34.87
04-21-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$37.82	\$0.00
04-07-2022	0003-01555-002	Billing Charge	\$37.82	\$37.82
03-24-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$43.71	\$0.00
03-09-2022	0003-01555-002	Billing Charge	\$43.71	\$43.71
02-24-2022	0003-01555-002	CCD CREDIT CARD - Payment	-\$35.45	\$0.00
02-07-2022	0003-01555-002	Billing Charge	\$42.44	\$35.45
01-12-2022	0003-01555-002	Billing Charge	\$36.31	-\$6.99
12-07-2021	0003-01555-002	Billing Charge	\$38.36	-\$43.30

12

19

Date	Account #	Description	Amount	Balance
11-08-2021	0003-01555-002	Billing Charge	\$46.53	\$81.66
10-07-2021	0003-01555-002	Billing Charge	\$31.41	-\$128.19
09-17-2021	0003-01555-002	Billing Charge	\$40.40	-\$159.60
08-18-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$200.00	-\$200.00
08-13-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$47.75	\$0.00
08-09-2021	0003-01555-002	Billing Charge	\$47.75	\$47.75
07-15-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$45.71	\$0.00
07-08-2021	0003-01555-002	Billing Charge	\$45.71	\$45.71
06-15-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$45.30	\$0.00
06-07-2021	0003-01555-002	Billing Charge	\$45.30	\$45.30
05-14-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$43.25	\$0.00
05-10-2021	0003-01555-002	Billing Charge	\$43.25	\$43.25
04-15-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$30.59	\$0.00
04-07-2021	0003-01555-002	Billing Charge	\$30.59	\$30.59
03-17-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$65.32	\$0.00
03-10-2021	0003-01555-002	Billing Charge	\$65.32	\$65.32
02-12-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$47.34	\$0.00
02-09-2021	0003-01555-002	Billing Charge	\$47.34	\$47.34
01-21-2021	0003-01555-002	CCD CREDIT CARD - Payment	-\$48.16	\$0.00
01-19-2021	0003-01555-002	Billing Charge	\$48.16	\$48.16
12-23-2020	0003-01555-002	CCD CREDIT CARD - Payment	-\$82.01	\$0.00
12-22-2020	0003-01555-002	Penalty Billing	\$6.88	\$82.01

3/