

- I can't pull usage detail from before 9/15 because it's a new website
- I was told by Mayer (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 ~~ag~~ 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 ~~man~~ checked the meter. It's easy to see that clearly it hasn't been checked old.
- 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 (7)

They said a digit
is taken off so,

It should be... 6

1 2 3 4 5 ~~6~~
1 2 3 4 (5)

on bill

bill usage

1 2 3 4 5 6 (7)

*Extra digit

~~no more digits~~
~~taken off~~



2025

Usage

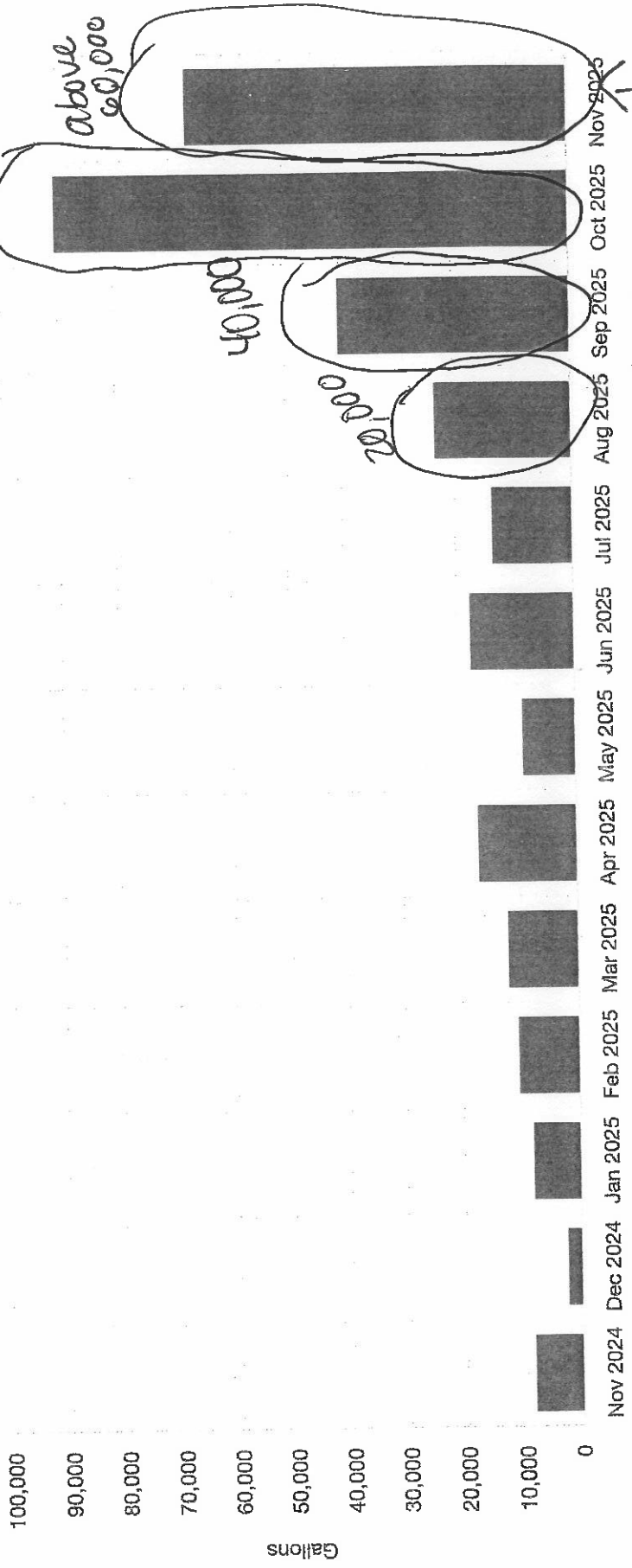
* 100,000 is highest on the chart

< Current >

Detailed Usage

Current Water Usage

0003-01555-002



* New meter with 7 digits put in late, Nov meter was still in usage for some of

5

2

Usage

*30,000 is the highest on the chart

< 2024 >

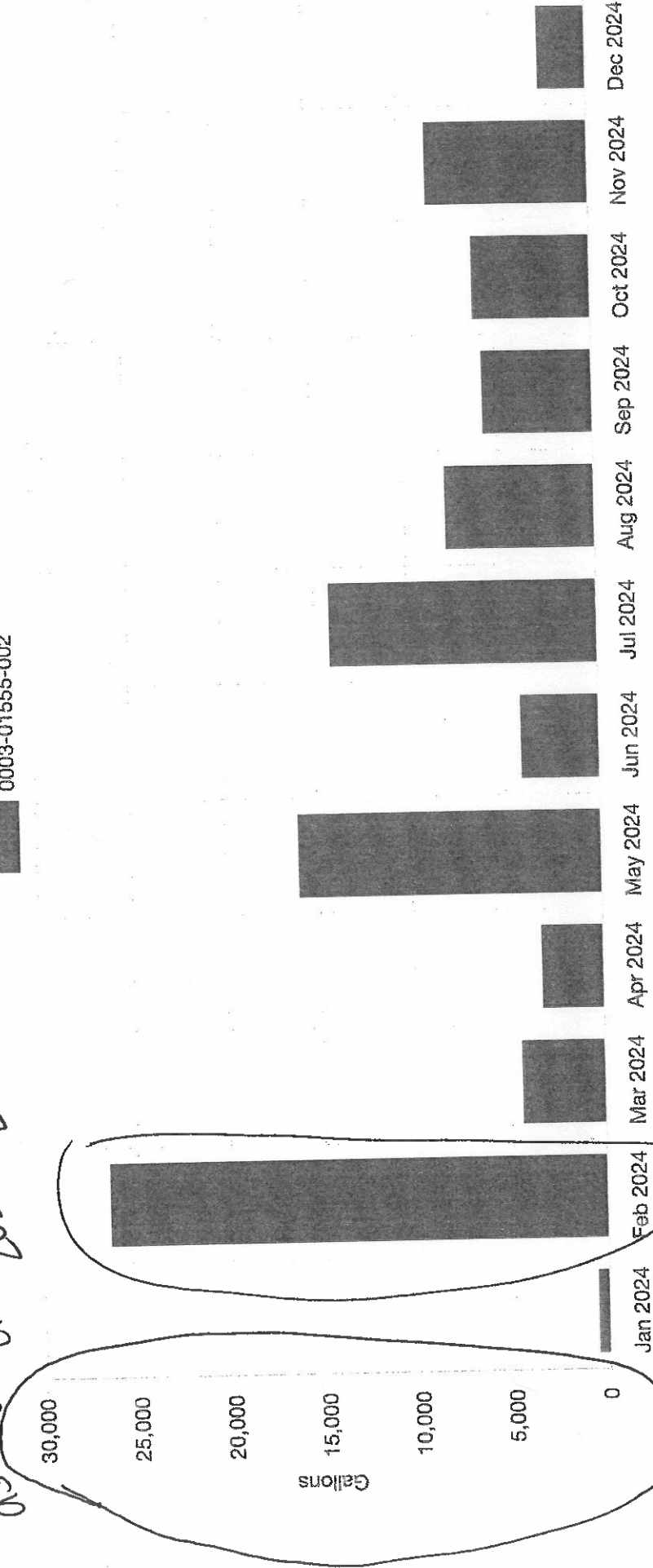
doesn't go as high as it does in 2025

Highest it's ever been

~~Feb~~ 2024 - about 26,000

Water Usage (2024)

0003-01555-002



Average - 6,000 - 8,000

Detailed Usage

2024

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

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

T P.000608.01062

STACIE SIMS
2280 HWY 70
STANTON, TN 38069

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

ACCOUNT NAME						
STACIE SIMS						
ACCOUNT #		SERVICE ADDRESS				
0003-01555-002		2280 HWY 70				
DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
BF Balance Forward						\$313.48
WA Water	89025442	11/9/25 - 11/15/25	0	66900	66900	\$287.91
WAC Meter Change Out	42499840	10/15/25 - 11/9/25	1226800	1226800	0	\$0.00
ST State Tax						\$26.63
old meter						
AUTO-PAY BILL - DO NOT PAY						
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!



Is it time to
UPDATE
your notifications?

Log in to your account, go to My Settings, and click
Manage Notifications to adjust your preferences.



08:45

Utility bill notice

Bolt water advisory in effect

6

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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: _____

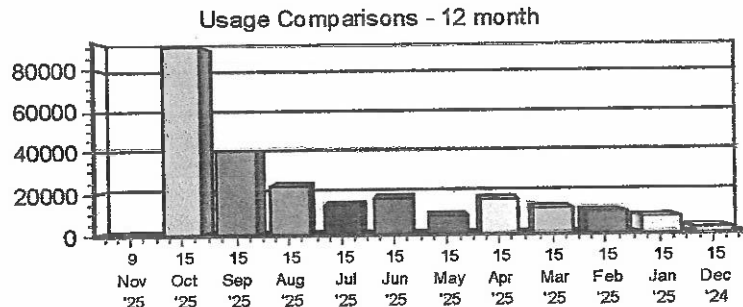
THANK YOU

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://townofmason.tn.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

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.

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

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 back of the stub, please checkmark.
Please make checks payable and remit to:

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

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

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Mason, TN 38049

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

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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.



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Town of Mason

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Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone Number: () _____ Cell Phone Number: () _____

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THANK YOU

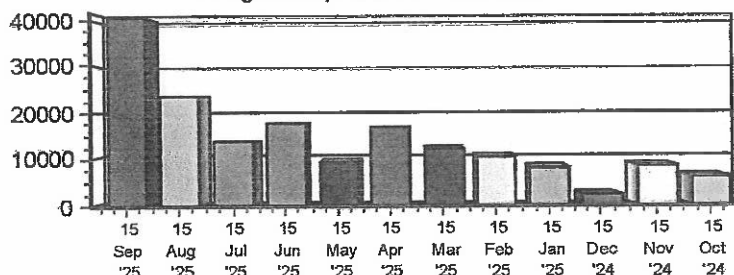
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USAGE COMPARISONS			
Period	Days	Usage	Daily Avg.
Current Billing Period	30	90500	3016.667
Previous Billing Period	31	40300	1300.000
Same Period Last Year	30	6100	203.333

Usage Comparisons - 12 month



Mason Water and Gas

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Mason, TN 38049
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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

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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	\$43.57
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

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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

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Date	Account #	Description	Amount	Balance
11-08-2021	0003-01555-002	Billing Charge	\$46.53	\$81.63
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

