

# MALLORY VALLEY UTILITY DISTRICT

## GENERAL INFORMATION

<b>Office Hours:</b>	7:30 am to 4:00 pm Monday through Friday	<b>City of Brentwood</b> <b>Sewer Department:</b> 615-371-0060
<b>Mailing Address:</b>	PO Box 936 Franklin, TN 37065	<b>City of Franklin</b> <b>Sewer Department:</b> 615-794-4572
<b>Physical Address:</b>	465 Duke Dr. Franklin, TN 37067	<b>City of Franklin</b> <b>Trash Pickup:</b> 615-794-1516
<b>Phone Number:</b>	615-628-0237	
<b>Fax Number:</b>	615-628-0241	

### \*\*\*\*\*IMPORTANT \*\*\*\*\* MONTHLY BILLING INFORMATION \*\*\*\*\* IMPORTANT \*\*\*\*\*

**Monthly Billing:** We mail the billing statements on approximately the tenth (10<sup>th</sup>) of each month. Therefore, you should receive your statement by the 2<sup>nd</sup> week of each month. If you do not receive a bill, please call the District office at 615-628-0237.

**FAILURE TO RECEIVE YOUR BILL DOES NOT EXEMPT YOU FROM PAYMENT, DOES NOT EXEMPT YOU FROM LATE FEES AND DOES NOT EXEMPT YOU FROM DISCONNECTION.**

**IT IS THE RESPONSIBILITY OF THE CUSTOMER TO CALL MALLORY VALLEY'S OFFICE IF YOU DO NOT RECEIVE AND PAY YOUR BILL BY THE FIRST (1<sup>ST</sup>) OF EACH MONTH.**

**Billing Due Date:** Net charges are due by the first (1st) of each month.

**Late Charges:** Payments made after the first (1st) will be assessed a late charge of 10%

**Disconnect Date:** Any bill not paid by the twenty-fifth (25<sup>th</sup>) of each month will be subject to disconnection. Any service that is disconnected will be charged an additional \$30.00 reconnection fee during office hours. After office hours, a \$65.00 reconnection fee will be charged.

### METHODS OF PAYMENT

**Cash, Check, Money Orders, MasterCard, VISA and Discover debit or credit cards,  
and Automatic Bank Draft of your checking account.**

**Bank Draft:** Payment by bank draft is available from your checking account. You must complete a bank draft authorization form and submit a void check. You may pick up this form at the District office. It can also be mailed to you or faxed to you. A billing statement will be mailed to you by the 2<sup>nd</sup> week of each month. The amount is then drafted from your account on the first (1st) of the following month.

**Mail:** If you choose to mail your payment, please mail it to our mailing address listed above.

**Drop Box:** We have a drop box located at the District office. The drop box is checked daily at 7:30 am for payments.

**District Office:** You may bring your payment to the District office during office hours.

**Over The Phone  
AND  
Website Payments** You may pay your bill over the phone or on our website with your MasterCard, Visa or Discover debit or credit card. A small convenience fee will be added to all debit and credit card transactions as permitted by Tennessee State law TCA 9-1-108. Our website address is [www.MVUD.org](http://www.MVUD.org) then click on the "Make a Payment Online" button.

### Residential water rates are as follows:

**The Minimum Bill is \$8.00 for water use from 0 to 2,000 gallons  
All water use above 2,000 gallons is \$4.00 per thousand gallons**