

MALLORY VALLEY UTILITY DISTRICT
GENERAL INFORMATION

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

*******IMPORTANT ***** MONTHLY BILLING INFORMATION ***** IMPORTANT *******

Monthly Billing: We mail the billing statements on approximately the tenth (10th) of each month. Therefore, you should receive your statement by the 2nd 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 (1ST) 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 (25th) 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 and VISA 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 2nd 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 and Visa 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 then click on the "Make a Payment Online" button.

Residential water rates are as follows:

**For a standard ¾ inch meter, the Minimum Bill is \$9.00 plus tax for water use from 0 to 2,000 gallons
*Larger meters have a different Minimum Bill.***

\$4.50 per 1,000 for water usage from 0 to 20,000 gallons
\$5.50 per 1,000 gallons for water usage above 20,000 gallons

This institution is an equal opportunity provider, and employer.