

MVUD Water Rates

Residential

\$5.00 per 1,000 gallons for the first 20,000 gallons
\$6.00 per 1,000 gallons for the next 80,000 gallons
\$7.00 per 1,000 gallons for usage above 100,000 gallons

Commercial

\$5.00 per 1,000 gallons for the first 20,000 gallons
\$6.00 per 1,000 gallons for the next 80,000 gallons
\$6.50 per 1,000 gallons for usage above 100,000 gallons

In addition to the water rates above, the District shall assess a Minimum Bill charge. Minimum bills range from \$10.00 per month to \$50.00 per month and are based upon the size of your water meter. For a complete listing of minimum bill charges, please visit the District's website.

** Rates are subject to change.*

Other Contact Information

City of Franklin Sewer Service

615.794.4572

City of Franklin Trash Service

615.794.1516

City of Brentwood Sewer Service

615.371.0060

Atmos Energy

1.888.286.6711

MTEMC

1.877.777.9020

REQUIRED CROSS CONNECTION TESTING PROGRAM

Backflow testing begins in January each year.

Cross connection is the undesirable reversal of water from its intended direction in any plumbing or pipeline system. A backflow prevention device that is properly installed, tested and maintained can reliably prevent the backflow of water of an unknown quality from flowing back into the community's water system.

The State of Tennessee requires a backflow device to be installed and tested annually for all commercial buildings with domestic, fire and/or irrigation systems and also on irrigation systems for residential homes.

A uniformed member of our staff will test your backflow device(s) each year. Whether commercial or residential, the cost per device and visit is \$60.00. Your device(s) will be tested annually and you will receive a bill from Mallory Valley.

Please help us provide safe drinking water to all of our customers. If you have any questions, or would like additional information, please contact our office or visit our website. Thank you!

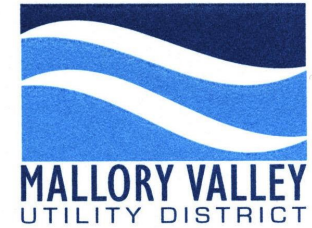


Example of a backflow prevention

Every Drop Counts!

Save water, conserve energy, protect the environment and save money by taking simple steps each day to use less water. Learn more about what you can do to make every drop count by visiting our website! From instructional videos to "111 Ways to Conserve Water" tips, Mallory Valley is spreading the word about water conservation!

Mallory Valley is an EPA Water-Sense Partner



Welcome!
Informational Booklet



Mailing Address:

PO Box 936, Franklin
Tennessee 37065

Physical Address:

465 Duke Drive, Franklin
Tennessee 37067

Tel: 615.628.0237
Fax: 615.628.0241

Office Hours:
Monday through Friday
7:30 am until 4:00 pm

www.mvud.org

This institution is an equal opportunity provider, and employer.

Pressure Reducing Valves

Pressure Reducing Valves (PRVs) are required by City Plumbing Codes (604.8). PRVs are a type of valve installed in the plumbing of residential homes and commercial buildings to regulate water pressure. The purpose of a PRV is to reduce incoming water pressure from the public water mains to a pressure that is safe for a customer's plumbing system. The PRV provides water pressure consistency and is also a water conservation tool.

Mallory Valley must maintain higher levels of pressure in the public water mains in order to deliver water to all parts of the District. In addition, the District's water distribution system is gravity fed. Therefore, pressure can vary greatly from one area of the District to another. The District cannot regulate or guarantee water pressure on the customer's side of the meter.

What should the pressure be set at in my home?

Mallory Valley recommends pressure levels no greater than 70 PSI.

Why do I need a PRV? The Uniform Plumbing Code requires a PRV on all plumbing systems exceeding 80 psi. Additionally, irrigation systems may require a PRV if pressures exceed 70 psi. A PRV will prevent damage of the piping system due to excessive pressures.

What are the symptoms of a PRV that is no longer working properly?

- A sudden loss of or a gradual reduction in water pressure within the home.
- A banging or high pitched whistling sound coming from the pipes usually when the water is being turned off.
- PRVs may also fail in the open position providing higher than desired pressures.
- Typically there is no indication this may have occurred other than noticeably higher pressure at the faucet or toilets that continue to run after the bowl is filled.

When is my water bill due?

Your water bill is due on the first (1st) of each month. A 10% late fee penalty will be assessed on all accounts with a past due balance.

Your monthly billing statements are generated on approximately the tenth (10th) of each month. Therefore, you should receive your statement by the 15th of each month. Bills are based upon actual meter readings and corresponding water usage. If you do not receive a bill, please call the District office immediately at 615-628-0237.

Water Service Disconnection: Disconnection may occur on balances greater than 30 days past due. Disconnection charges may apply.

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 THE DISTRICT OFFICE IF YOU DO NOT RECEIVE AND PAY YOUR BILL BY THE FIRST (1ST) OF EACH MONTH.

Outbound Customer Notification System

- **High Water Usage?**
- **Delinquent Balance?**
- **Water Service Outage?**



Do we have your correct phone number? The District has implemented an automatic outbound customer notification system by phone. In an emergency, we will be able to quickly notify customers through a recorded message of a potential water service outage in your area. (Please note that, due to varying factors, there may be times when we are unable to initiate phone calls for water service interruptions.) We will also notify our customers of a delinquent balance on your account that could be subject to disconnection. (We will continue to mail separate delinquent notices as well.) In addition, we will notify our customers of excessive water usage. While customer water usage can vary greatly, we do our best to notify you in the event your water consumption for the current billing period is considerably higher than your normal average usage. (Your account may be flagged for a phone call if your current water usage is more than three times higher than your previous 13-month average water usage.)

Methods of Payment



We accept Cash, Check, Money Orders, Mastercard and VISA debit or credit cards, and Automatic Bank Draft of your checking account.

Pay and Manage Your Account Online

Make a Payment

View your Billing and Payment History

Update your contact information

www.mvud.org

Payments are accepted in our office, over the phone, by mail and through our website. In addition, a secure drop box is located outside the District office and is checked daily for payments.

Payment mailing address

PO Box 936 • Franklin, Tennessee • 37065

Debit and Credit Card Payment — Convenience Fees: 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.

Did I pay my bill?

Automatic Bank Draft—Sign Up Today!

Payment by bank draft is available from your checking account. You must complete a bank draft authorization form and submit a void check. A billing statement will be mailed to you by the 2nd week of each month. Then, the amount is drafted from your account on the first (1st) of the following month. It's easy and best of all—No more late fees!