

FAQ's
(Frequently Asked Questions)

1) Can more than one residence be connected to a meter?

No, each residence requires its own meter.

2) Do I need a pressure regulator?

Yes, it is the customer's responsibility to be sure they have a pressure regulator on their side of the meter. TASS does not regulate water pressure.

3) Do I need a turn-off valve on my line?

Yes, effective January 2008, all new installations are required to install a shut-off valve no more than 36 inches from the meter box.

4) Do you locate the water line from the meter to my house?

No, our responsibility ends at the meter; the customer is responsible for the connection past the meter to the residence.

5) I'm thinking of buying a separate sprinkler meter; what are the advantages and disadvantages?

Some of the advantages are that you only pay for the water, there is no wastewater charge. The meter may be locked and you will not receive a bill until you have it unlocked and reinstate your service.

The disadvantages are that you are required to install a backflow preventer on the line and it must be inspected yearly. There is a charge for the inspection and it is added to your monthly bill. If the meter was locked, there is a service charge for unlocking the meter.

6) What if I purchased property that has a house and a mobile home on the property?

If both residences require water, each must have its own meter.

7) May I water my livestock from a spigot?

Yes, as long as the hose from the spigot is not placed in the watering trough to cause the water to be siphoned back into the system. Otherwise a backflow preventer needs to be installed.

8) I have no water, why?

Some of the reasons may be, **a)** a broken main line, requiring the water to be temporarily shut off; **b)** non-payment of the water bill; or **c)** there is a leak from either the meter to the house or from the main line to the meter.

9) My water is discolored; or has a smell, what can I do?

Immediately call the office and TASS will dispatch someone to schedule a time to obtain a sample for testing.

10) Can I connect my downspouts to my sewer line?

No, there can be no other connections, lines, pipes, etc. to the sewer line.

11) Do I have to mail my payment?

No, bills may be paid at designated local banks; in person; at the drive-thru window or dropped off and placed in the drop box; and through On-line bill pay with your bank. Bank Drafts are also available by calling the office and speaking to a Customer Service Representative.

Please note that we do not accept debit/credit cards at the office. Please call our convenient toll-free number 844-967-7005 or you can pay by card online.

12) Can I disconnect my sprinkler meter for the winter?

Yes, if disconnected for the winter, you will not receive a bill. However, you must call the office and request that the sprinkler be turned off and there will be a service charge for reconnecting the sprinkler meter.

13) My bill was not forwarded, why?

The Post Office will not forward your bill. If you are going to be out of the area for any length of time; call the office and put in a change of address. Be sure to change it back once you return to the area. *Caution: Depending upon when you change your address, you may or may not receive your next bill at the new address.*

14) My water bill is extremely high because I had a leak, what can I do?

TASS's policy is that your bill may be adjusted once every 2 years. Call the office and ask to speak to a Customer Service Representative. All requests are handled on a case by case basis.

If you have questions regarding your bill, it is very important to call the office as soon as you receive your bill. Our office can only retrieve the last 30 days of information from your meter.

15) I didn't get my bill this month, what do I do?

Check the Post Office to see if there is a problem. Call the TASS office and be sure that we have the correct address and ask for your current bill amount. Send in your payment as soon as possible in order to prevent additional penalties being added to your bill.

You can also view your bill online by visiting our payment website. Use the last four digits of your account number and the last four digits of the primary number we have on file to log in. Once you have logged in, click the "Bills" button to view.

16) I just had a new meter installed, when can I expect my first bill?

Depending on when it was installed, it may be up to two months before you get your first bill.

17) When is my bill really due?

All bills are due on the 10th of the month. ***Note: Should the 10th fall on a weekend or a TASS recognized holiday, the due date will be on the next business day.*** Your statement will show the **NET AMOUNT DUE:** and the next line indicates it is due by the 10th of the month. If you do not pay by the due date, a penalty is assessed and that amount is also shown on the bill as the *Amount Due After Due Date:*

All bills that are received by the due date will be posted as being "on time". Bills received after the due date are considered late and the amount due plus a penalty amount is assessed.

If bills are post marked by the due date or are placed in the drop box after closing on the due date, bills be considered "on-time" and will not be assessed a penalty.

Note that past due accounts are subject to disconnect and an additional service charge of \$45.00 is assessed when disconnected. Our office will not attempt to call for bill reminders. Your bill is your only notice.

18) I have a well and would like City water, can I use both?

No, customers served by the System are not permitted to cross-connect the water service supplied by TASS to any other water supplier or private water system (well). However, the well may be used separately for outside watering only as long as it is not connected to our System. Note that there must be a complete separation of the two sources – a valve between is not acceptable.

19) Can I lock my own meter?

No, tampering with utility equipment or stealing service will be grounds for discontinuance of water service. If you require your meter to be locked; call the office and speak to a Customer Service Representative.

20) What is the quality of the water that I am receiving from the System?

TASS is required to publish, on a yearly basis, a Water Quality Report including a Consumer Confidence Report showing that your water meets all health standards of the state of Tennessee. The current report is posted on the TASS website.

21) There is something wrong with my wastewater pump, who do I call?

Call the company who installed the pump or if you are part of a Homeowners Association, call your POA.

22) Does my backflow preventer have to be tested?

Yes, your device has to be tested annually. You can have any company of choice test your backflow device as long as they are certified. They must send in the results, their Backflow Certification, and the Calibration Test Kit to TASS. You must contact our office by June 1st to opt out of TASS testing. If you choose not to opt out, TASS will test your backflow and bill the account \$35 plus any additional repair cost up to \$150. Repairs will be made at time of testing without any customer notification. If repair cost is more than \$150, our office will contact you.