

Nolensville / College Grove Utility District

Important Information

Can I receive an electronic bill? Yes, you can log onto our website at NCGUD.com and click on “Pay Your Bill Online” near the middle of the home screen. From there, first-time users can register their accounts. You will also continue to receive a paper bill in the mail.

What are my payment options? A bank draft is offered with no processing fee. The form can be found at NCGUD.com under “Forms and Documents” or you may contact the NCGUD office. You may also pay online for a 2.95% processing fee at NCGUD.com or by calling 1-888-595-9259. Other payment options are mail, night drop, or in the NCGUD office.

What do the parentheses () mean on my bill? A parentheses sign indicates you have a credit balance and you do not need to make a payment.

What if I am late paying my bill? The due date printed on your bill is the date on which current charges are due. Any unpaid amount outstanding after 4:00 p.m. on the due date will be assessed a 10% delinquency fee. Failure to receive a bill does not relieve your obligation to pay by the due date.

Will my water be disconnected if I fail to pay my bill? Your water is due to be disconnected 10 days after the due date if you fail to pay your bill. Your bill must be paid in full plus a \$50 reconnect fee to have service reinstated during business hours. After hours there is an additional \$25 fee.

Do you read my meter monthly or is it estimated? Meters are read monthly. NCGUD utilizes an Automatic Meter Reading (AMR) system. Your meter has an electronic transmitter. The transmitter sends a radio signal that is received monthly by NCGUD’s mobile data collector (laptop computer with antenna). Each meter and transmitter has a unique

identification number that ensures that only your reading is assigned to your account. This information is then downloaded into NCGUD's billing system. NCGUD still needs access to your meter to troubleshoot, repair, and/or replace a water meter. The meter must remain free from any obstacles (mulch, shrubs, etc.) at all times. If gated, we must be provided with access.

Why do you need my current phone number? NCGUD attempts to notify customers of extreme usage after meters are read, interruptions in water service (if the known issue is in advance) or past due accounts due for disconnection.

I had a leak. Can I get an adjustment? In some instances, NCGUD does adjust bills for a water leak. The adjustment policy of the district is followed for all possible adjustments. Under no circumstance is an adjustment made for a leak in irrigation or to fill a pool. You must be a customer at the current residence for at least 12 months before being eligible for a leak adjustment. No adjustment will be made if the leak has occurred for more than 3 months without being repaired. The customer is responsible for the plumbing and water consumption beyond the water meter.

Do I need a pressure reducer? In any installation where the pressure exceeds 80 psi for even short durations, both a pressure-reducing valve (PRV) and an expansion tank on the cold water supply to the water heater are recommended. You will also need to ensure that an irrigation system is protected with a PRV if you are in a high-pressure area. You are responsible for the water and plumbing after the meter.

Do I need a backflow prevention assembly? Backflow protection is required for all irrigation, drip/misting systems, commercial buildings, and fire protection systems. Testing of backflow devices begins May 1st of each year. Water must be to the #2 cutoff past the backflow device to be tested. Each trip incurs a \$60 testing fee. The initial testing incurs a \$60 testing fee. The initial testing fee will be added to accounts in January of each year. If you do not plan to use your irrigation system, you may contact the NCGUD office for additional information.

Any plumbing or water usage beyond the meter is the responsibility of the customer. NCGUD reads the meters monthly by computer. An employee does not physically look at your meter monthly. It is not the responsibility of NCGUD to notify the customer of a leak in their line or make the repairs.

Symptoms of a failed PRV

1. Pressure not holding on gauge past PRV
2. No reduction in pressure
3. Noises in plumbing after water is turned off
4. Reduced flow at the faucet
5. Water comes out fast then slows down considerably each time faucet is opened

If your sewer service is provided by Metro Water and Sewer we will send them the information to set up your account. You will receive a separate bill from Metro Water and Sewer for your sewer service.

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