

CITY OF SPRING HILL SEWER APPLICATION
SPRING HILL, TENNESSEE
APPLICATION & AGREEMENT FOR SEWER SERVICE

To sign up for services, complete the 3rd page of this packet. All other forms are optional. Print, complete, scan and email to City of Spring Hill at shwater@springhilltn.org or do in person at City Hall. You must include a color copy of a government issued photo id such as driver's license, passport, etc...of everyone whose name will be on the account. This must be submitted at least 24 hours before the activation date of service.

Connection Fee

There is a \$50 non-refundable connection fee to set up new service. If you are an existing customer or have had service in the past the fee is waived. Any balance on a previous account must be paid in full before a new account can be activated.

Sewer

Your sewer charge is based on the water consumption that will be provided to the City of Spring Hill by your water provider. Sewer fees are denoted on the 4th page of this packet. If you have any questions concerning the usage or any concerns about your water you will need to contact your water provider.

Garbage Service

Garbage service is contracted through Waste Management. The fee for garbage pick-up is \$10.86 per month and will be on your utility bill. Your garbage will be picked up weekly on _____. This is curbside service and your container should be placed at the curb no later than 6:00 am on your scheduled day. You can find the schedule on the City's website www.springhilltn.org One trash can will be provided to you by Waste Management and you must use the provided trash can. Your can will be ordered for you if you do not have one at the residence already. If you need more than one can you can contact Waste Management to lease an additional one from them. If you lease an additional can that will be between a contract between you and Waste Management, they will bill you for the leased trash can. If your trash is missed you will need to contact Waste Management at 1-800-607-9509. Waste Management will only get what is in the provide trash can. Any trash in any other can will not be picked up. The contract is for household garbage only. Please do not put medical waste, chemical waste or paint cans into the trash.

Recycling

Recycling service is contracted through Waste Management. The fee for recycling is \$4.66 per month and will be on your utility bill. Your recycling will be serviced every other week on _____, according to the yellow/green calendar attached at the end of the packet. One recycling bin will be provided to you by Waste Management. If you want additional recycling cans you can reach out to Waste Management to lease one from them at 1-800-607-9509. This will be a contract between you and Waste Management and you will be

billed directly from Waste Management. A list of items that are recyclable and a list of things that are not is include in the packet. It is not mandatory that you recycle but you will be charged the fee even if you choose not to recycle. If a recycle bin is not at the residence, then one will be ordered for you.

Stormwater

The stormwater utility fee is assessed to assist in addressing the water quality/quantity issues within the City, and to help the City remain in compliance with the EPA's (Environmental Protection Agency) and TDEC's (Tennessee Department of Conservation) NPDES (National Pollutant Detection and Elimination System) stormwater MS4 (Municipal Separate Storm Sewer System) permit. The STM fee is \$5.25 unless otherwise stated on the attached stormwater fee sheet.

City Services

Yard waste such as grass clippings and leaves must be placed inside large brown biodegradable paper bags that can be purchased at local home improvement stores. Tree limbs and branches must not exceed 3 feet long. The fee for this service is \$7.73 and is billed monthly on the utility bill.

Item Pick Up

Bulk items are furniture, appliances, mattresses, etc...to schedule a bulk item pickup go to the City's website www.springhilltn.org and follow the links for bulk item pickup. Submit a request for bulk item pickup and pay the \$25 fee. The fee has to be paid prior to service being scheduled.

Water Conservation Policy- See the attached flyer

Alarm System Registration

If you have an alarm system that's being monitored by an outside company, according to the City of Spring Hill Municipal Code, Title 13, Section 403, you must register your system with the City. To register or renew an alarm permit you must go to www.famspermit.com/springhill , mail registration form with payment or call 855-302-4532.

LOCATION AND CONTACT INFORMAITON

The Spring Hill Billing Department is located inside the Spring Hill City Hall, Finance Dep., at 199 Town Center Parkway, Spring Hill, Tennessee 37174. The Billing Department is open Monday-Friday, 8:00 a.m.-4:30 p.m. The office is closed on Saturday and Sunday and can be reached during regular business hours at 931-486-2252 X200, by email at shwater@springhilltn.org or by fax at 931-486-0516. For sewer emergencies occurring before or after regular business hours please call 931-797-8271.



NEW SEWER APPLICATION

(After submitting application, call 931-486-2252, X0 to pay the \$50.00 non-refundable connection fee.)

NAME: _____ SPOUSE: _____
(first) (ml) (last) (first) (ml) (last)

DRIVER'S LICENSE # _____ ST _____ DRIVER'S LICENSE # _____ ST _____

ATTACH COLOR COPY(S) OF DRIVER'S LICENSE(S) (FRONT SIDE ONLY)

MOVE-IN/ACTIVATION DATE: _____

PHYSICAL ADDRESS: _____ MAILING ADDRESS (if different): _____

THIS IS A (CIRCLE ONE): HOUSE TOWNHOUSE APARTMENT OTHER

SUBDIVISION NAME: _____

HOME PH # _____ CELL # _____ SPOUSE'S CELL # _____

EMAIL ADDRESS _____

EMPLOYER _____ PHONE # _____

PREVIOUS ADDRESS: _____

I/We hereby apply to Spring Hill Water Department for water service in accordance with the terms and conditions appearing below and provided by the City and I/we acknowledge having received and read same. If signed by someone other than the applicant, it is understood that party(s) signing shall be jointly and severally liable, as are customer and spouse, for any charges/expenses payable to Spring Hill Water Department. Driver's license numbers are needed for collection purposes only. Customer information will not be shared with unauthorized parties.

I/We hereby acknowledge that failure to receive my bill does not waive late charges or exempt me from being disconnected. I provide permission for my telephone number(s) to be used for contact regarding past-due amounts. Past due accounts may be turned over to a collection agency and accounts turned over to collection will be assessed additional charges. Please call if the bill has not been received by the end of the first week of the month.

SIGNATURE: _____ DATE: _____

199 Town Center Parkway
P.O. Box 789
Spring Hill TN 37174

Phone: 931-486-2252
Fax: 931-486-0516
www.springhilltn.org



THE CITY OF SPRING HILL

199 Town Center Parkway · Spring Hill, Tennessee 37174

931-486-2252

www.springhilltn.org



SEWER FEE SCHEDULE

Sewer rates as of July 1, 2024

Sewer Base Charge (all customers):	\$	15.09
Sewer Volume Charge (per 1,000 gallons):	\$	5.65

Sewer rates as of July 1, 2025

Sewer Base Charge (all customers):	\$	19.62
Sewer Volume Charge (per 1,000 gallons):	\$	7.35

Sewer rates as of July 1, 2026

Sewer Base Charge (all customers):	\$	25.51
Sewer Volume Charge (per 1,000 gallons):	\$	9.56

Sewer rates will increase annually starting on July 1, 2027, by the greater percentage of either three percent or the present increase in the Consumer Price Index.

Spring Hill Water Department
199 Town Center Parkway
Spring Hill, TN 37174

Phone Number - 931-486-2252
Webstie: www.springhilltn.org

Office Hours

Monday - Friday 8:00 AM - 4:30 PM
Saturday, Sunday & Holidays - Closed

6/10/2024

STORM WATER UTILITY FEE SCHEDULE

Equivalent Residential Unit (ERU) = 3,412 sq feet

Base Rate:

Rates as of July 1, 2023 \$5.25 for Residential
 \$5.00 for Commercial

Rates as of July 1, 2024 \$6.75 for Residential
 \$6.50 for Commercial

Rates as of July 1, 2025 \$7.75 for Residential
 \$7.75 for Commercial

Beginning July 1, 2026 an escalation of \$0.25 shall be added annually or an amount equivalent to the Consumer Price Index, all Urban Consumers parent of inflation, whichever is greater to both Residential and Commercial customers.

Storm Water User Fee =

Single Family Residential User Fee (<10,000 sq ft IS):

July 1, 2023 - \$5.25

July 1, 2024 - \$6.75

July 1, 2025 - \$7.75

July 1, 2026 – escalation of \$0.25 added annually or an amount equivalent to the Consumer Price Index, all Urban Consumers parent of inflation, whichever is greater.

Single Family Residential User Fee (>10,000 sq ft IS):

July 1, 2023 - \$5.25 x # of ERU's – (\$5.25 minimum)

July 1, 2024 - \$6.75 x # of ERU's – (\$6.75 minimum)

July 1, 2025 - \$7.75 x # of ERU's – (\$7.75 minimum)

July 1, 2026 – escalation of \$0.25 added annually or an amount equivalent to the Consumer Price Index, all Urban Consumers parent of inflation, whichever is greater x # of ERU's

Other Developed Property – “Commercial”

July 1, 2023 - \$5.00 x # of ERU's – (\$5.00 minimum)

July 1, 2024 - \$6.50 x # of ERU's – (\$6.50 minimum)

July 1, 2025 - \$7.75 x # of ERU's – (\$7.75 minimum)

July 1, 2026 – escalation of \$0.25 added annually or an amount equivalent to the Consumer Price Index, all Urban Consumers parent of inflation, whichever is greater x # of ERU's

Vacant/Undeveloped Property (<1800 sq ft IS)\$0.00

Vacant/Undeveloped Property (>1800 sq ft IS): see Residential and Other Developed Property Rates above.

Agricultural Property (<3,412 sq ft IS):

July 1, 2023 - \$5.25

July 1, 2024 - \$6.75

July 1, 2025 - \$7.75

July 1, 2026 – escalation of \$0.25 added annually or an amount equivalent to the Consumer Price Index, all Urban Consumers parent of inflation, whichever is greater x # of ERU's

Agricultural Property (>3,412 sq ft IS):

July 1, 2023 - \$5.25 x # of ERU's - (\$5.25 minimum)

July 1, 2024 - \$6.75 x # of ERU's - (\$6.75 minimum)

July 1, 2025 - \$7.75 x # of ERU's - (\$7.75 minimum)

July 1, 2026 - escalation of \$0.25 added annually or an amount equivalent to the Consumer Price Index, all Urban Consumers parent of inflation, whichever is greater x # of ERU's

Late Payment Fee.....10% of bill

Credit and Adjustment Application Fee*

Small Home Credit.....\$ 0.00

Water Education Credit\$ 0.00

Adjustment Application Fee.....\$ 0.00

All other Credit Applications

Property Containing <20,000 sq ft IS.....\$ 50.00

Property Containing <20,000 - <40,000 sq ft IS.....\$150.00

Property Containing <40,000 - <100,000 sq ft IS.....\$250.00

Property Containing 100,000 + sq ft IS.....\$500.00

*Application fees for a property which received a credit, but subsequently became non-compliant for failure to maintain, shall be doubled upon re-application for the credit.

("IS" stands for Impervious Surface)



Spring Hill Utilities – Ways to Pay – Choose the Option That’s Best for You!

Mobile App

View your account information with our My Civic Utilities mobile app!

Download the app from the App Store or Google Play to your smartphone, iPad or tablet. View your bills, make payments, set up recurring payments and more. Fast, secure access to your account 24 hours a day, 7 days a week!



(\$1.50 processing fee)

Online Payment

Access and set up online payments through the City’s website (www.springhilltn.org). Set up recurring monthly payments so you don’t have to remember to pay every month or make one-time payments, if you prefer.

(\$1.50 processing fee)



Website QR Code



Mobile app QR code

By Phone – Automated Payment System

Our Interactive Voice Response (IVR) system allows customers to call 24/7/365 to make payments and check account balances. Have your account number and payment method handy and call (855) 782-9057.

(2% merchant processing fee)

Text to Pay – Through IVR system

Our Interactive Voice Response (IVR) system also allows customers to set up and use Text to Pay. Call (855) 782-9057.

(2% merchant processing fee)

Bank Draft

Set payments to draft automatically from your checking or savings account. Simply complete the ACH Debit Form found on the City’s website (www.springhilltn.org) and send to us with a copy of a void check.

(no charge)

E-Billing

Enroll in electronic billing and receive your bill via email. Pair this with bank draft or other payment methods.

Visit springhilltn.org for more information or check with our Utility Billing Office at (931) 486-2252 if you need assistance signing up for any of these service options.



AUTOMATIC DRAFT/ACH DEBIT AUTHORIZATION AGREEMENT FORM INSTRUCTIONS

To have your utility payment automatically drafted through an automatic draft/ACH debit through a checking account on a monthly basis, please complete the Automatic Draft/ACH Debit Authorization Agreement Form and provide a **voided check** from your checking account. If you cannot provide a voided check, please provide a letter from your bank for which you have your checking account with on their letterhead to include your bank routing number and your checking account number.

You must have this turned in to our office by the **15th of the month** in order for us to process your bank draft for the following month's bill.

To submit this information, please scan the information and email it to: shwater@springhilltn.org, drop it off at City Hall or mail it to:

City of Spring Hill
Attn: Water Dept.
P.O. Box 789
Spring Hill TN 37174

You will continue to receive a utility bill statement of service. When your account has successfully been set up for automatic draft/ACH debit, your bill will state **BANK DRAFT – DO NOT PAY**. If your bill does not have this statement, it has not been set up and you must manually pay your bill. Funds will be drafted from your checking account between the 15th – 17th of the month.

There are no additional fees or costs to use our automatic draft/ACH debit option.

If you have any further questions, please call us at 931-486-2252 and ask for the water billing department.

3/5/2024

FOR INTERNAL USE ONLY

Bank Routing #	
Bank Account #	
SH Customer Acct #	

AUTOMATIC DRAFT/ACH DEBIT AUTHORIZATION AGREEMENT FORM

I/we hereby authorize the City of Spring Hill, hereinafter called COMPANY; to initiate debit entries to my/our checking account indicated below at the depository named below, hereinafter called DEPOSITORY, to debit the same to such account.

COMPANY: Spring Hill Utilities

FED ID #: 62-0692693

BANK NAME: _____

A VOIDED CHECK MUST BE ATTACHED

This authorization is to remain in full force and effect until COMPANY has received a written notification from me/us of its termination in such and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s): _____
(Please Print)

Date: _____

Phone #: _____

Address: _____

Email Address: _____

Signature: _____

IF YOU CHANGE BANKS AND/OR ACCOUNT NUMBERS, PLEASE NOTIFY SPRING HILL UTILITY/WATER DEPARTMENT IMMEDIATELY.

NOTE: All written debit authorizations must provide that the receiver may revoke the authorization only by notifying the originator in the manner specified in the authorization.

This completed form, along with a voided check, can be dropped off at City Hall in person or dropped in the payment drop-box at City Hall. You can also submit it by mail at the address below or email it to: shwater@springhilltn.org

199 Town Center Parkway
P.O. Box 789
Spring Hill TN 37174

Phone: 931-486-2252
Fax: 931-486-0516
www.springhilltn.org

3/5/2024



E-BILLING FORM

DATE: _____

NAME: _____

ADDRESS:

PHONE #: _____

ACCOUNT # _____

EMAIL ADDRESS: _____

I understand, by signing this document, I will no longer receive a monthly paper water bill in the mail. However, I understand that I am still responsible for payment due the 15th of each month.

Please add shwater@springhilltn.org to your contact list and/or adjust your spam settings accordingly.

This form can be mailed to the address below, dropped off at City Hall or emailed to shwater@springhilltn.org.

SIGNATURE: _____

199 Town Center Parkway
P.O. Box 789
Spring Hill TN 37174

Phone: 931-486-2252
Fax: 931-486-0516
www.springhilltn.org

10/20/2023

WATER CONSERVATION POLICY

In order to use water efficiently during the peak summer usage months of May – September, the City of Spring Hill implements a Water Conservation Policy. This policy establishes an alternate-day outdoor watering schedule for customers of the Spring Hill Water System. The schedule is as follows:

Addresses ending with an odd number can water their lawns and irrigate outdoors on Saturdays, Mondays and Wednesdays.

Addresses ending with an even number can water their lawns and irrigate outdoors on Sundays, Tuesdays and Thursdays.

Friday is a non-watering/irrigating day, which will allow the water system to refill city reservoirs.

This schedule is in effect during the months of May, June, July, August and September, and unless drought conditions exist which could extend into other months.

It is recommended, although not mandatory, that outdoor watering take place between the hours of 4 a.m. - 10 a.m. and 8 p.m. – 2.am. Watering during the hottest hours of the day actually wastes water through evaporation and does not allow adequate soil and root absorption compared to watering during the cooler hours of the day.

Failure to follow the policy could ultimately lead to discontinuation of your water service. Property owners will first receive a warning; a second instance of non-compliance will result in a notice of violation. Upon the third instance, water service will be shut off and reconnection fees will be required for continuation of service.

Exceptions to the Policy

- Outdoor potted plants and hanging baskets can be watered any time.
- Newly planted sod is exempt, as are plants growing inside greenhouses, including commercial greenhouses. Newly sodded lawns require daily, and often multiple, water for the sod to take root and the lawn to be established. Seeded lawns, however, are not exempt from the policy, as they generally only require watering three times a week.
- Newly planted landscaping may require once daily watering for a few days or weeks. Water customers are encouraged to establish their lawns and plant new landscaping in the spring or fall so that such an exemption is not needed.
- Cars and other vehicles may be washed, but water conservation measures should be observed, such as not allowing the water to run continuously during vehicle washings.
- Publicly-owned park facilities and playing fields are also exempt from the water conservation policy. Failure to maintain these fields by the Parks and Recreation Department would result in damage to the playing fields.
- Pressure washing and swimming pool filling is not restricted by this policy at this time. However, the City of Spring Hill Water Department encourages everyone to utilize water conservation measures.

If this Water Conservation Policy fails to provide adequate reduction of peak day demands, it may be revised to limit other non-essential outdoor water uses. Please note that water wasting in the course of any water use activity will be in violation of the City's Water Conservation Policy. Also note that if the City's water supply were to dip below the emergency level, a City-wide watering/irrigation/outdoor water usage ban could be implemented.



www.springhilltn.org/313/Utility-Billing-Water-Sewer-Garbage

New Resident Solid Waste and Recycling Information

Effective September 18, 2020



Welcome to Spring Hill. The Utility Billing Department for the City of Spring Hill is responsible for the billing of monthly water, sewer, garbage, recycling and storm water fees for Spring Hill residents and businesses.

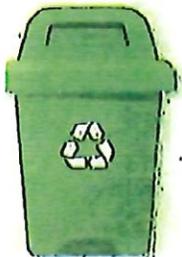
Garbage service is contracted through **Waste Management**. The fee is \$10.87 per month and will appear on your monthly bill. One garbage bin will be furnished per residence at no cost. If you need an additional bin, you can lease one from **Waste Management**. If you lease an additional bin, you will be billed for that bin directly by **Waste Management**. To contact **Waste Management** call (615) 831-9600 or (800) 607-9509 or email them at midsouthpsscsc@wm.com

Garbage is picked up curbside weekly. Your container should be placed at the street no later than 6:00 a.m. on your scheduled pick-up day.

If your garbage is missed, please notify **Waste Management** at (615) 831-9600 or (800) 607-9509 as soon as possible. Only garbage in a container will be picked up. **No medical waste, no chemical waste, no paint cans, no dead animals, and no furniture or appliances will be picked up.**

Visit the City's website for calendar, detailed route maps, pickup days, and more information!

www.springhilltn.org/313/Utility-Billing-Water-Sewer-Garbage



Recycling service is also contracted through **Waste Management**. The recycling fee is \$4.65 per month and will appear on your monthly bill. *You are not required to recycle, but if you choose not to participate you will still be charged the recycling fee each month because recycling is on a City contract.*

One recycling bin will be furnished per residence at no cost. Recycling should be placed at the street no later than 6:00 a.m. on your pickup day, every other week. Household garbage placed in a recycling bin will not be picked up. A list of recyclable items is on the recycle bin, **however effective immediately only plastics #1 and #2 are allowed.**

What is allowed in curbside recycling bins?

- Plastics #1 and #2
- Paper
- Cardboard (*boxes must be disassembled and laid loose in bin*)
- Metal food cans
- Aluminum beverage cans

What is **NOT** allowed in curbside recycling bins?

- Medical Waste: *I.e., plastic tubing, inhalers, bandages, diapers, bags, or any garbage of any kind*
- Needles or "sharps"
- Aerosols of any kind
- "Tanglers", *i.e., rope, cord, chain, clothes hangers, plastic grocery bags, old VHS tapes, Christmas lights... basically anything that can get tangled in the recycling system and cause damage to the machinery or the people working in the recycling plant.*
- Anything that is not on the "allowed" list above could cause an entire load of recyclables to be diverted to a landfill.



ARE YOU RECYCLING RIGHT?

YES

Cardboard, paper, plastic bottles and cans.



Clean Paper and Cardboard

Only #1 and #2 Plastics



Empty Plastic Bottles and Jugs



Empty Aluminum and Steel Cans

NO

Plastic bags, food waste, glass or Styrofoam™.



Coated Paper Containers



Other Plastics and Styrofoam™



All Glass, Food, and Yard Waste



DO NOT
bag items!

KEEP IT CLEAN! All items must be free of food and liquids.



2025 Trash and Recycling Collection Schedule

Remember these three simple rules each time you recycle:



Recycle bottles, cans, paper and cardboard.



Keep food and liquid out of your recycling.



No loose plastic bags and no bagged recyclables.

Recycle Schedule:

■ Green/Odd Week
 ■ Gold/Even Week
 ■ Observed Holidays

January 2025							February 2025							March 2025							April 2025																		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S												
			1	2	3	4							1												1				1	2	3	4	5						
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8	6	7	8	9	10	11	12	13	14	15	16	17	18	19					
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15	20	21	22	23	24	25	26	27	28	29	30								
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22																			
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29																			
														30	31																								

May 2025							June 2025							July 2025							August 2025																		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S												
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5						1	2												
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9												
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16												
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23												
25	26	27	28	29	30	31	29	30						27	28	29	30	31				24	25	26	27	28	29	30											
																											31												

September 2025							October 2025							November 2025							December 2025																		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S												
	1	2	3	4	5	6				1	2	3	4												1		1	2	3	4	5	6							
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13												
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20												
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27												
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31															

Observed Holidays

If a holiday falls on a weekday, collections for the rest of the week will be pushed back a day. For example, for a Thursday holiday, service would be on Friday, and Friday service would be Saturday. For holidays on Saturday or Sunday, there are no delays.

New Year's Day: Wednesday, January 1, 2025

Thanksgiving Day: Thursday, November 27, 2025

Memorial Day: Monday, May 26, 2025

Christmas Day: Thursday, December 25, 2025

Labor Day: Monday, September 1, 2025

There will be no delay for the Fourth of July holiday. WM will run a normal collection schedule.