

**SPRING HILL WATER SYSTEM  
SPRING HILL, TENNESSEE  
APPLICATION & AGREEMENT FOR WATER SERVICE  
(BUSINESS)**

To sign up for services, complete the 3<sup>rd</sup> and 4<sup>th</sup> pages of this application (the other forms are optional), scan and email them to us at shwater@springhilltn.org. We ask that these be submitted at least 24 hours before the move-in/activation date.

**CONNECTION FEE**

There is a \$50.00 non-refundable connection fee to set up a new water services account. This fee is for new customers only. If you are an existing customer or have had service in the past and are moving back to our service area, the fee will be waived. Balances on previous accounts must be paid before a new account can be activated.

**WATER**

Your water charge is based on your water consumption (see attached Rate Schedule). Water meters are read around the 20<sup>th</sup> of each month and bills are mailed out by the 1<sup>st</sup> of each month. You should receive your bill no later than the 5<sup>th</sup> of each month (we bill for the previous month's usage). ***By signing this agreement, you acknowledge that you are responsible for paying your bill each month whether you receive it or not.*** Bills incur penalty after the 15<sup>th</sup> of each month and a final notice is mailed. Any account still unpaid by the 25<sup>th</sup> is subject to disconnection and a \$25 reconnection fee. All charges must be paid before service will be restored. Any service restored after 4:30 pm will require a \$50.00 reconnection fee.

**SEWER**

Your sewer charge is based on your water consumption however at a higher rate than the water (see attached Rate Schedule).

**GARBAGE PICKUP**

Garbage service is contracted through Waste Management. In order to be set up, you must contact them directly at 1-800-607-9509 or 615-831-9600 to arrange your dumpster size, frequency of pickups and provide them with your billing information. They will bill you directly.

**RECYCLING**

Recycling service is not offered to businesses at this time.

**IRRIGATION METERS**

A separate irrigation meter can be purchased from the City for \$3,001.65 (check, cash or money order only). This can be connected to an irrigation system to measure the water consumption by that system and you will only be charged for the water rate and not the sewer rate. This form can be submitted in person at City Hall or downloaded and printed from our website and mailed in with a check.

**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.

**WATER CONSERVATION POLICY** – see the attached flyer

### **BILL PAYMENT OPTIONS**

Water bills may be paid using several options: in person at City Hall, using the night Dropbox located directly in front of City Hall (we do not recommend leaving cash in the dropbox), mailing payments to our lockbox location in Atlanta, Georgia, over the phone using a debit/credit card, using our online payment system with a debit/credit card on our website at [springhilltn.org](http://springhilltn.org) or signing up for automatic draft/ACH debit (see attached form). Online payments using a debit/credit card will be charged a \$1.50 processing fee; call in or walk in payments using a debit/credit card will be charged a 2% processing fee (2% of the amount being paid). **There are no fees or costs for payments made with cash, check, money order or to use our automatic draft/ACH debit option.** If your bank offers BillPay through your checking account, you may choose this option as well. If you do, please make sure the account number is in the correct format (e.g. 00-000000-00) with all 10 digits and the mailing address is: City of Spring Hill, P.O. Box 936753, Atlanta, GA, 31193-6753.

### **DISCONNECTION PROCESS**

If you decide to move from Spring Hill, you must submit a Disconnection Form to cancel your service and stop your monthly bill. This will ensure that we disconnect services on the date you request and that we have a forwarding address to send your final bill to. If you fail to submit a Disconnection Form and new residents move into the home, the account will still be in your name and you will be responsible for the bill. This form can be submitted in person at City Hall or our website.

### **ALARM SYSTEM REGISTRATION**

If you have an alarm system that's being monitored by an outside company, according to City of Spring Hill Municipal Code, Title 13, Section 403, you must register your system with the City. You must complete an Alarm Registration form and pay the appropriate fee (\$20.00 new and \$10.00 renewal). This can be done at City Hall or by printing the form from our website at [springhilltn.org](http://springhilltn.org) and mailing it in along with your payment.

### **LOCATION AND CONTACT INFORMATION**

The Spring Hill Water Billing Department is located inside the Spring Hill City Hall, Finance Dept., 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. The office can be reached during regular business hours at 931-486-2252, X200 or by email at [shwater@springhilltn.org](mailto:shwater@springhilltn.org). The fax number is 931-486-0516. For water emergencies occurring before or after regular business hours, or if service has been disconnected due to non-payment, after hours cut on will cost an additional \$50, call 931-212-7304.



## NEW WATER APPLICATION (BUSINESS)

BUSINESS NAME: \_\_\_\_\_

TAX ID # \_\_\_\_\_

NAME OF PERSON COMPLETING APPLICATION: \_\_\_\_\_

MOVE-IN/ACTIVATION DATE: \_\_\_\_\_ *(Must be a Weekday)*

PHYSICAL ADDRESS:

MAILING ADDRESS (if different):

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

BUSINESS PHONE # \_\_\_\_\_ CELL PHONE # \_\_\_\_\_

EMAIL 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](http://www.springhilltn.org)

7/21/2021



# CITY OF SPRING HILL

## CROSS-CONNECTION APPLICATION SURVEY

Customer/Business Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Subdivision Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

RESIDENTIAL/HOME                       COMMERCIAL/BUSINESS

IRRIGATION? ..... YES / NO / NOT SURE

HOT TUB? ..... YES / NO / NOT SURE

POOL? ..... YES / NO / NOT SURE

LAWN POND/WATER FEATURES? .... YES / NO / NOT SURE

FIRE SPRINKLERS? ..... YES / NO / NOT SURE

SUMP PUMP IN ..... YES / NO / NOT SURE

CRAWL SPACE OR  
BASEMENT?

## WATER FEE SCHEDULE

Below is a list of water rates as amended in Ordinance 24-07 and sewer rates as amended in Ordinance 24-08 for the City of Spring Hill, Tennessee. A copy of the ordinances may be requested.

### Water rates as of July 1, 2024

Base Charge		Volume Charge	
Category	Base Charge	Use Type	Volume Charge per 1,000 gal
Water Inside	\$ 12.25	Residential	
Water Outside	\$ 23.09	Tier 1 (0-4Kgal)	\$ 4.13
1 inch	\$ 54.04	Tier 2 (4-10Kgal)	\$ 5.16
1-1/4" or 1-1/2"	\$ 72.00	Tier 3 (10+Kgal)	\$ 6.19
2 inch	\$ 89.98	Non-Residential	\$ 4.61
3 inch	\$ 115.13	Irrigation	\$ 6.19
8 inch	\$ 808.73		
33 Minimums	\$ 607.91		

\*Water Base Charges Apply to Irrigation Meters as well. Multi-Unit Rate same as inside category.

### The water rates as of July 1, 2025

Base Charge		Volume Charge	
Category	Base Charge	Use Type	Volume Charge per 1,000 gal
Water Inside	\$ 15.93	Residential	
Water Outside	\$ 30.02	Tier 1 (0-4Kgal)	\$ 5.37
1 inch	\$ 70.25	Tier 2 (4-10Kgal)	\$ 6.71
1-1/4" or 1-1/2"	\$ 93.60	Tier 3 (10+Kgal)	\$ 8.05
2 inch	\$ 116.97	Non-Residential	\$ 5.99
3 inch	\$ 149.67	Irrigation	\$ 8.05
8 inch	\$ 1,051.35		
33 Minimums	\$ 790.28		

\*Water Base Charges Apply to Irrigation Meters as well. Multi-Unit Rate same as inside category.

### The water rates as of July 1, 2026

Base Charge		Volume Charge	
Category	Base Charge	Use Type	Volume Charge per 1,000 gal
Water Inside	\$ 20.71	Residential	
Water Outside	\$ 39.03	Tier 1 (0-4Kgal)	\$ 6.98
1 inch	\$ 91.33	Tier 2 (4-10Kgal)	\$ 8.72
1-1/4" or 1-1/2"	\$ 121.68	Tier 3 (10+Kgal)	\$ 10.47
2 inch	\$ 152.06	Non-Residential	\$ 7.79
3 inch	\$ 194.57	Irrigation	\$ 10.47
8 inch	\$ 1,366.76		
33 Minimums	\$ 1,027.39		

\*Water Base Charges Apply to Irrigation Meters as well. Multi-Unit Rate same as inside category.

Water 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.



## AUTOMATIC DRAFT/ACH DEBIT AUTHORIZATION AGREEMENT FORM INSTRUCTIONS

To have your water bill 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 **15<sup>th</sup> 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](mailto: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 15<sup>th</sup> – 17<sup>th</sup> 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.

7/21/2021

FOR INTERNAL USE ONLY

Bank Routing # _____
Bank Account # _____
SHWW 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 Water Works      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 DEPT. 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 the payment drop box, mailed or scanned and emailed to [shwater@springhilltn.org](mailto: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](http://www.springhilltn.org)



## 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 15<sup>th</sup> of each month.

Please add [shwater@springhilltn.org](mailto: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](mailto: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](http://www.springhilltn.org)

7/21/2021

# 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.