

# SGUD Newsletter

Volume 1, Issue 17

June 2014

## 1.3 Million Dollar Rural Development Project Update

Shady Grove Utility District has obtained a 1.33 million dollar Rural Development Loan and a \$609,900 Rural Development grant. This grant has allowed us to do different phases of water line extensions. We have completed Phase I of this project which included water line extensions on parts of McGuire Road, Shields Ridge Road, and Underwood Road and also Phase II which extended even more of Shields Ridge Road, McGuire Road, Foothills Subdivision, and Snodderly Road. We have completed Phase III of the project which includes Bent Road in Kodak and a one and half million gallon tank off of Highway 92.

We are in the process of getting the new 1.5 million gallon tank on line. be complete by September 1, 2014.

Shady Grove has contracted with Jackson Thornton Utilities to conduct a rate study for the utility. The last customer rate increase for the utility was in October of 2010 and the utility district has absorbed the cost of three consecutive rate increases from both of our suppliers. This rate study should be complete by September 2014.

## SGUD Rates & Fees

Service Charge Property Owner - **\$50.00\***  
Service Charge for Rental Property - **\$100.00\***  
Meter Tap - **\$850.00**  
Meter Testing - **\$25.00**  
Return Check Chg.- **\$20.00**  
Service charge for reconnecting service turned off for non-payment is **\$50** during regular hours (7:30 a.m to 4:30 p.m.)  
There will be no reconNECTIONS made after regular working hours.

Water rates effective 10/10:  
**1500 gals. min. bill \$20.00**  
**All over minimum \$5.50**  
**per thousand**

\*Service Charges are not Refundable nor transferrable.

**Please clear grass and debris from around your water meter. Absolutely no vehicles should be parked over the meter. We still need access to your meter for maintenance purposes.**

**CCR Report will be mailed with your bill in June.**

## HOLIDAY SCHEDULE 2014

Our office will be closed on the following dates:

*New Year's Day*  
**January 1**  
*Martin Luther King Day*  
**January 20**  
*President's Day*  
**February 17**  
*Good Friday*  
**April 18**  
*Memorial Day*  
**May 26**  
*Independence Day*  
**July 4**  
*Labor Day*  
**September 1**  
*Columbus Day*  
**October 13**  
*Veterans Day*  
**November 11**  
*Thanksgiving*  
**November 27 & 28**  
*Christmas*  
**December 24, 25 & 26**

**For emergency service call:  
397-3790 and then press 1**

**New call before you dig # - 811**

**Past Due Accounts** — Water bills are mailed out the last working day of each month and are due and payable by the 15th of the following month. If a customer has not paid his previous month's bill, and you receive a new bill, this does not mean you have until the 15th to pay this bill because the previous balance was past due on the 15th of the previous month. Our delinquent accounts are checked 10 days after the 15th of the month and our cut-off procedures are executed. If your service is shut off for nonpayment, all of the past due bill must be paid plus a reconnect fee of **\$50.00**. No reconnections of service will be done after regular working hours. **WE DO NOT MAIL OUT NOTICES FOR DELINQUENT ACCOUNTS.** You know when your bill is due so please pay on time. **PLEASE REMEMBER THAT WE NO LONGER OFFER CUSTOMERS ANY PAYMENT EXTENSIONS.**

**DOES SHADY GROVE UTILITY DISTRICT HAVE YOUR CURRENT NUMBER?**

Update your phone number with us so we can report to you leaks on your side of the meter when our service technicians have detected them or when they have detected a leak during our meter reading process. Check the phone number update box on your payment stub or call our office to update your number in our file.

**REPORT UTILITY METER THEFT!!!!** We have recently seen an increase in the theft of water meters in our district. Utility theft is costly to everyone. If you believe someone may be using unauthorized utility service in Shady Grove Utility District's area please contact our office at (865)397-3790 or email us at [sgud2@aol.com](mailto:sgud2@aol.com).

**PLEASE REPORT ANY AND ALL LEAKS TO OUR OFFICE BY CALLING (865)397-3790. SHADY GROVE UTILITY DISTRICT IS WORKING DILIGENTLY TO IMPROVE THE WATER LOSS PERCENTAGE IN OUR DISTRICT AND WE NEED YOUR HELP!! IT IS IMPORTANT THAT ANY LEAKS BE REPORTED TO OUR OFFICE AS SOON AS THEY ARE SEEN SO THAT WE CAN BEGIN WORK TO RE-**

**POLICY # 8 - BILLING & PAYMENT**

**ITEM # 6**

Utility bills are recognized as a routine bill owed by the customer. The customer's failure to receive a bill does not change in any way the customer's obligation to pay the amount due in a timely manner. Customers can call the utility office at 397-3790 to inquire about their bill if one is not received by the 10th of the month.

**POLICY # 12 - DISCONTINUANCE OF SERVICE**

**Item # 12**

The customer(s) whose name appears on the application for service is (are) the customer(s) responsible for payment of all charges. That customer is also responsible for any rules or policy violations that occur regarding the utility service to that property.

Due to circumstances sometimes the customer who signed up for water will no longer be living at the same address. Death, divorce, etc. could change the account information. SGUD strives to keep a current update on our accounts so billing information will go to the proper party. If your account information needs to be updated, please call our office at 865-397-3790. If account information is not updated, water service to the property could be discontinued.