

## Dover Water and Sewer Information Sheet

Business hours are Monday through Friday 7:30 AM to 3:30 PM (we do not close for lunch). Phone # 931-232-5907, Fax 931-232-9528.

Water meters are read around the 15<sup>th</sup> of the month. We send the Bills out by the 1st of the month (we bill for previous month's usage). Bills are due on the 10<sup>th</sup> of the month. Failure to receive Bill does not relieve Customer of payment and penalty. If bill remains unpaid by the 20<sup>th</sup> of the month service will be discontinued without further notice. All service turned off for non-payment will not be turned back on except during normal office hours. A \$50.00 Re-connection Fee must be paid before service is restored,

A \$25.00 fee will be charged on all Returned checks and or ACH drafts.

The \$50.00 fee you paid today is for a non-refunded Service Charge. This \$50.00 is not a deposit and will not be refunded if you disconnect service with us. Occupants of Owned Leased / Rental properties shall maintain a deposit of \$200.00 (dollars), This deposit will be refunded when customer ceases to be a customer and all outstanding charges have been paid in full.

Following methods are approved for paying your Water bill:

- Return mail at Dover Water and Sewer, PO Box 447, Dover, TN 37058
- During regular business hours we accept payment either inside or through the drive through window,
- For after business hours we have a drop box located beside the drive through window.
- We also have automatic bank draft. The bank drafts are always deposited before the penalty date so you will not ever have a penalty for late payment, the drafts are deposited on the 10<sup>th</sup> of the month unless the 10<sup>th</sup> falls on a weekend or Holiday. In those cases, they are deposited the following business day.
- Credit and/or Debit Cards
- You can sign up to have your credit or debit cards billed each month automatically.

Trash service collections begins early on Monday morning, so please place garbage bins out Sunday evening so bins will not be missed. Thankyou very much for your help.