

Water Authority of Dickson County

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RE: Customer Responsibilities

Dear Customer,

From time to time the Water Authority of Dickson County sends out information to our customers that we hope will be beneficial to both your experience of being our customer and to the overall well-being of the systems the WADC operates.

We are writing today to remind you of some of the steps you can take in the access and use of the water and wastewater (sewer) system that will help all of us with using and running a dependable service.

First, advice from the Tennessee Municipal League and from your own homeowners insurance professionals, recommends that all customers of public water and sewer systems carry adequate limits for **water and sewer backup** on their homeowners or business insurance policies.

The insurance policies available to service providers, such as WADC, does not cover our customers for malfunctions that can lead to backup events, so those insurance coverages are best accessed by individuals to cover his or her own property.

In addition, customers can follow guidelines from the system provider about the proper use of the system. Following the guidelines established by the system provider and by state law can assist everyone with preventing a potential backup event.

We are including the *WADC Sewer User Operational Guidelines* with this letter to assist you with understanding proper use and legal discharge in to the system. Prohibited discharges can create serious issues for your sewer service, a neighbor's sewer service, WADC's sewer collection system, treatment plants and the environment.

WADC, as defined by law, is not legally liable for damages caused to your property through most types of system failures. The repairs and cleanup of your property when such failures occur are also your responsibility. Therefore, WADC strongly recommends you purchase sufficient homeowner or business insurance that specifically covers sewer backups and plumbing failures and that you follow the established guidelines to help you and your fellow customers enjoy a reliable system.

If you have any questions regarding your service, please call or email WADC at 615-441-4188 / wadc-info@wadc.us.

Thank you