

# Webb Creek Utility District

## Fall/Winter 2020 Newsletter

### Closed Dates:

September 7th

November 11<sup>th</sup>, 26<sup>th</sup> & 27<sup>th</sup>

December 24<sup>th</sup> & 25th



### District Office

3625 Lindsey Mill Rd  
Gatlinburg, TN 37738

#### Telephone:

865-430-3640

865-436-7896

#### Fax:

865-436-7896

#### Web-Site

[www.wcud.org](http://www.wcud.org)

#### E-Mail

[wcud@wcud.org](mailto:wcud@wcud.org)

### Contact Information

Commissioners:

[commissioners@wcud.org](mailto:commissioners@wcud.org)

Staff:

[wcud@wcud.org](mailto:wcud@wcud.org)

[wcreek3@wcud.org](mailto:wcreek3@wcud.org)

### Office Hours

Monday-Friday

7:30am to 3:30pm

**In the event of an emergency call the district office at 865-430-3640 and the answering machine will give you the appropriate number of the person on call.**

Webb Creek Utility District

August, 2020 Newsletter

### Board of Commissioners

Robert Vick, President

Steven McCarter, Vice President

Bill Larkin, Secretary

### Board of Commissioner Meetings

The Board of Commissioners meet the 1<sup>st</sup> Friday of each month at the District Office at 10 a.m.

The public is encouraged to attend. If anyone needs special assistance to attend a meeting, you may contact the office so we may make reasonable accommodations to assist you.

### District News

\*Please notice the change in our fax number.

\*\*The District is having a change in the bank draft/credit card processor we use. As of right now there are no convenience fee charges for those on automatic bank draft. The District has been absorbing these charges and can no longer do so. Therefore in the near future there will be some fees associated with any type of online check or credit card payment. If you use a checking account there will be a \$.99 charge and credit cards will now be 3%. This change should be in affect by the September 25<sup>th</sup> due date.

As a reminder, the cutoff date for unpaid accounts is in the 10<sup>th</sup> of the month. If a cut-off is required, the account balance and a \$75.00 reconnection fee will have to be paid in full before service can be restarted.

The Districts 2019 CCR (Customer Confidence Report) can be viewed on our website. [wcud@wcud.org](mailto:wcud@wcud.org). We can also provide a paper copy at the District office.

### Helpful Tips

1. If you feel your water usage is high, a good tip is to check your commodes to see if they could be leaking. If you do not notice anything, a good thing to do is drop some red Kool-Aid into the tank. If the red color leaks into the bowl, then you know you do have a leak.
2. Always double check water hoses to make sure completely off. This mistake can cause large amounts of water usage if not detected until a later time.