

# White House Utility District

## Water Rates in 2010

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### Frequently-Asked Questions

#### [How do WHUD rates compare to those of other water utilities?](#)

While rate comparisons are difficult given different water system types and sizes, a 2008 survey ranked WHUD rates in the lower half of the 31 utilities in Middle Tennessee. Keeping rates affordable for customers while ensuring safe, healthy drinking water around the clock are constant priorities for White House Utility District.

#### [You say that WHUD rates rank in the lower half of Tennessee utilities, but some of your neighboring utilities have lower rates. Why?](#)

When comparing our rates to other utilities, several factors must be considered. One of the most telling factors is the average number of connections served per square mile. The more densely populated a service area is, the lower the operation, maintenance and production costs will be. Comparing a neighboring utility, such as Hendersonville Utility District, provides a good example of this:

WHUD provides water service over a **512** square mile area with an average of **56** connections per mile. On the other hand, Hendersonville Utility District serves a **26** square mile area with an average of **578** connections per mile.

#### [Where can I direct questions or find out about payment options?](#)

We will be happy to discuss all billing matters with you, Monday through Friday, 8 a.m. to 4 p.m. at 672-4110 or in our main office located at 3303 Highway 31 West in White House. You can also find additional details on our Web site at [www.WHUD.org](http://www.WHUD.org).

#### [What if I can't pay my bill?](#)

Our staff understands the role that clean, safe drinking water provides every day to families. We also understand that during difficult economic times, customers may face financial challenges. Our staff of customer service representatives will be happy to discuss payment options Monday through Friday, 8 a.m. to 4 p.m. at 672-4110 or in our main office located at 3303 Highway 31 West in White House.