

# Customer Connect



White House Utility District updated our customer portal to better serve you! The self-service portal has a fresh new look, is much easier to navigate and offers a variety of tools, all designed just for you.



## New User

Register your account for 24/7 access to your account. Your customer number and account numbers are required.



## Manage Your Account

Through Customer Connect, you can view your monthly bills, usage and billing history; enroll in ebilling; and start, stop or transfer your service.



## Pay Your Bill

Quickly pay your bill (even if you aren't registered for Customer Connect), add payment methods, set up automatic payments and more.

### You can also:



Schedule payments & view payment arrangements



Manage notification preferences & contact information



Take advantage of 24/7 account management

[WHUD.org](http://WHUD.org) --> My Account

# Understanding Your Bill

Our bills have a new look. Here is a quick guide to what's different.

## 1 White House Utility District

865-672-4400 | 3003 Hwy 21W | P.O. Box 608, White House, TN 37188 | customer-service@whud.org | whud.org

Customer Name	JOHN SMITH	Last Bill Amount	\$45.47
Service Address	1234567-00	Payments	(\$45.47)
Account Number	0000	Adjustments	\$0
Customer Number	06/05/2020	Past Due Balance*	\$0
Bill Date	06/29/2020	Current Charges	\$42.58
Due Date for Current Charges		<b>Total Amount Due by 6/29/2020</b>	<b>\$42.58</b>

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Charge Description	Charge
<b>Water/Irrigation</b>	
Water Charges	\$42.58
<b>Miscellaneous</b>	
Sales Tax	
<b>TOTAL CURRENT CHARGES</b>	<b>\$42.58</b>

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Meter ID	Service	Read Dates	Days	Current Reading	Previous Reading	Usage
15575867	WAT	1/16/2020 - 2/14/2020	29	297152	291922	5230

**WATER USAGE HISTORY**

**WHUD News**

8 steps to protect your home from winter weather at [WHUD.org/Community Education/Newsletter](http://WHUD.org/CommunityEducation/Newsletter)  
View our 2019 Water Quality Report at [WHUD.org/waterquality](http://WHUD.org/waterquality)

**WATER RATES**  
Effective January 1, 2020  
Base Rate \$8.95 Per Gallon \$0.00754  
\* Base rate for meters up to 1"

WHUD sewer rates & additional water base rates available at [whud.org](http://whud.org).  
Utility Board meets the last Tuesday of each quarter at 9 a.m., at the WHUD office, located at 3003 Hwy 21W in White House, TN.

\* Past Due Balances are subject to immediate service interruption.  
Payments must be received within 10 days after the due each month to avoid service interruption. No additional notices will be mailed. Call us or visit [whud.org](http://whud.org) to update your information for reminders by phone, email, and text. A \$50.00 fee will be charged to restore service.

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Keep top portion for your records and return the bottom stub with your payment.  
Make check payable to White House Utility District

Service Address	124 STREET NAME
Account Number	1234567-00
Customer Number	\$42.58
<b>TOTAL AMOUNT DUE</b>	6/29/2020
Due Date for Current Charges:	\$42.58

**DO NOT PAY - Auto Draft**

White House Utility District  
P.O. Box 608  
White House, TN 37188

0200303601 00011796 00012192 5

- Contact Information:** Phone number, address, email address and website
- Account Information:** Customer name, service address, account no., customer no., billing date and due date for current charges
- Account Activity:** Last bill amount, payments, adjustments, balance forward, current charges, total amount due before and after due date
- Current Charges:** Water/irrigation, sewer and miscellaneous charges
- Monthly Usage:** Meter ID, service performed, read dates, billing days, current and previous readings, and usage
- Usage History:** A chart showing usage for the past 12 months
- Rates:** WHUD water rates and sewer rate information
- WHUD News:** Timely information about district programs, water quality and more
- Important Messages:** Information regarding previous balances, service interruption and reconnection fees
- Pay Stub:** Detachable portion of bill with customer information to be returned with payment

For more information on understanding your bill, visit [whud.org/customer-service/understanding-my-bill](http://whud.org/customer-service/understanding-my-bill).