


# WHUD Customer Guide



## WAYS TO CONTACT US:

Our office is open M - F, 8am - 4pm.

 615-672-4110

 PO Box 608, White House, TN 37188

 3303 Hwy 31W, White House, TN 37188

 WHUD.org    customerservice@whud.org



## Online Tools

[WHUD.org/customer-support](http://WHUD.org/customer-support)

### Register for Customer Connect

Customer Connect, our online customer portal, lets you pay bills, view your usage history, update your account information, sign up for auto-draft and text or email notifications & much more.

### Take Action with our Customer Service Hub

- Start/Stop Service
- Enroll in Auto Draft
- Apply for Leak Adjustment
- Update Account Information
- Report Service Issues
- Contact WHUD
- Update Backflow Status
- Find Development Support



### Install our Mobile App

Install our mobile app for quick access on the go. Visit **WHUD.org** from any device & follow the installation instructions.



### Use our Customer Problem Reporter & Outage Map

No water, pressure issues & damaged meter lids can be reported via our **Customer Problem Reporter**.

Our **Outage Map** shows planned & unplanned outages, as well as an estimated time of repair.



## WHUD 2024 Rates

### Water

Basic Service Charge*	\$9.56/month
Water Use Charge	\$0.00832/gallon

\*For meters under 1 inch in size

Example (4,500 gallons/month)

Basic Service Charge	\$9.56
Water Use Charge	\$37.44
Total Charge	\$47.00

### Sewer

Basic Service Charge	\$10.43/month
Sewer Use Charge	\$0.01094/gallon

Example (4,500 gallons/month)

Basic Service Charge	\$10.43
Sewer Use Charge	\$49.23
Total Charge	\$59.66

We also offer a seasonal sewer averaging program. Learn more at [WHUD.org/About Us](https://www.whud.org/About-Us).

## Ways to Pay



Online at [whud.org/my-account](https://www.whud.org/my-account)



Monthly Bank Auto Draft (pick your draft date)



By Mail: P.O. Box 608, White House, TN 37188

In Person: WHUD (3303 Hwy 31W, White House);



Orlinda City Hall (7501 Highway 52, Orlinda, TN); or Area Walmart Customer Service Desks



Dropbox: Main Office (3303 Hwy 31W) & Corner of New Shackle Island/Old Drakes Creek Rd



By Phone: 615-672-4110 (Option 0 for a representative; Option 2 for automated system)

## Irrigation & Backflow Prevention

Commercial customers, fire lines and residents with piped irrigation systems are required by the state to install and maintain an approved backflow prevention method to help protect our water supply.

WHUD tests these devices each year, between May and October, to verify proper function. For more information, visit [whud.org/water-quality](https://www.whud.org/water-quality).

## Educational Resources

Visit [WHUD.org/community-education](https://www.whud.org/community-education) for water savings ideas, seasonal water tips, and other helpful information like finding and fixing leaks.