



CITY OF MILLINGTON

7930 Nelson Road
Millington, Tennessee 38053

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www.millingtontn.gov

WELCOME TO MILLINGTON!

The area covered by the 38053 zip code is known as Millington and everyone loves to claim Millington as home. You will too.

The City of Millington provides water, sewer, sanitation and stormwater management to residents inside the City boundaries. Memphis Light, Gas and Water, better known as MLGW provides electric service and gas service, where available, both inside and outside the City limits. MLGW also provides water outside the city limits where available. Telephone and cable service in the Millington area is provided by Ritter Communications.

Application for services provided by the City must be made in person at City Hall Monday-Thursday between 8 AM and 4:30 PM, and Friday between 8 AM and 3:30 PM. You must bring your picture ID, copy of new lease or real estate closing documents, social security number and payment for connection fees. Connection Fees are non-refundable and non-transferable and are \$50.00 per meter.

Based on the address you provided, your sanitation pick-up day will be (Day will be circled when your application is processed)

Monday Tuesday Wednesday Thursday Friday

City Hall Staff at 901-873-5701 is happy to assist you with questions or resolving service issues.

Meter Reading, Rates, Payment Options and Other Info

Water & Sewer

Billed amounts are based on your current and previous meter reading. Add a zero to the usage on your bill to convert to gallons.

Meters are read over a two (2) day period between the 15th and the 20th of the month.

If the employees of the Millington Water Department are unable to obtain access to the water meter to read same during regular business hours, or if a meter should for any reason fail to register or fail to correctly register the consumption, the Millington Water Department reserves the right to render a bill to the customer on the best information available.

Monthly billing rates are as follows:

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|--------|---|------------------|
| Water: | First 2000 gallons | \$ 13.21 minimum |
| | Each additional 1,000 gallons or any part thereof | \$ 4.43 |
| | Sales Tax - applies to water only | 9.75% of bill |
| Sewer: | First 2000 gallons | \$ 7.74 minimum |
| | Each additional 1,000 gallons or any part thereof | \$ 3.73 |

If you think that your reading is too low or too high, you may call 873-5701 and request to have your meter reread.

Sanitation

Residential service is a flat \$23.00 monthly fee. One trash cart is provided per residence. An additional cart may be leased for \$3/month.

Household garbage should be placed at the curb or end of driveway in the City-issued 95-gallon garbage cart by 7:00 AM on your scheduled collection day. Excess garbage may be placed in, up to two, sealed plastic bags and placed on top or beside your garbage cart. Households with extra plastic bags regularly will be required to lease an additional cart. Crews cannot collect garbage scattered from broken/torn plastic bags or garbage in non-City issued carts. All carts bearing the City of Millington seal are City property and assigned to a specific address. Please record the serial number for reference and do not paint, write on, or deface the carts in any way. It is the resident's responsibility to replace if stolen or damaged by means other than normal use.

Brush and Limbs - Brush and limbs should be placed at the curb by 7 AM on your regularly scheduled waste collection day. City crews will usually collect yard waste on your scheduled trash collection day.

Grass Clippings and Leaves - Please bag your grass clippings and other loose yard waste and place on curb or in garbage cart. Leaves must be bagged also. During loose-leaf season (November 1 - March 15th), leaves may be placed unbagged between the curb and sidewalk on the shoulder of the road. An additional fee will be charged for loose leaf collection. Leaves must be separated from other debris, i.e. tree limbs and trash. Loose-leaf crews make one full collection of the City before beginning another. The time between collections varies with volume.

Please avoid placing waste in the street, ditches and gutters, around mailboxes, next to utility poles, fire hydrants, or over drainage or other such structures. Do not block the containers or other curb trash on pickup

day.

Stormwater Management

Residential property is assigned a flat monthly fee of \$ 3.80 per house. This fee and the related program are mandated by the Federal and State laws.

Payment Locations

Payments may be made in several manners and locations:

- telephone with credit card or from your bank account at 1-877-768-5046
- automatic draft from your bank account - inquire in City Hall
- online by credit card or from your bank account at www.millingtontn.gov
- mail to: 7930 Nelson, Millington, TN 38053-2044
- drop box on east (back) side of City Hall
- in person via cash or check at City Hall between 8:10 AM & 4:30 PM

Billing and Payment Information for Residential Customers

Residential Billing

Bills are mailed around the 29th of the month and are due upon receipt. All city services provided to you are billed on a common bill which includes water and sewer service.

Water and sewer charges shall be collected as a unit. Water service may be discontinued for non-payment of the combined water, sewer, sanitation, and stormwater bill.

Amount Due

The net amount is due upon receipt of the bill and may be paid until the "Pay Gross After" date ("late date") on your bill.

In the event any bill is not paid by the Late Date, a penalty of ten percent (10%) shall be added thereto.

Cut-off shall occur on the 23rd of the month, or the next business day thereafter. Any account not paid in full by the 22nd of the month will be on the cut-off list for an unpaid balance and shall be subject to an additional fee of \$25 to continue or re-establish service.

Reconnection of service during non-business hours costs more. The fee is \$50.00 from 5 PM to 9 PM and \$75.00 from 9 PM to 8 AM. You may call 872-3333 to obtain after hours service.

Application of Payments

Payments shall be posted to customer accounts as received.

- Payments over the counter in City Hall will be applied immediately.
- Payments left in the Payment Box in the City Hall Parking Lot by 8 AM each working day shall be applied as of the previous working day.
- Payments made through the City's online offered site will be posted as of the same business day that they are made online (**business day ends at 11 PM Central time**). Payments made on the weekends or city holidays until 11 PM Central time will be posted as if made on the most recent past business day.
- Payments received in the mail will be posted on the day received in City Hall.
- City initiated bank drafts authorized by customers will be posted on the 8th of the month and scheduled to be deducted from the customer's bank account on that date. If the 8th is a weekend or bank holiday, it will be deducted from your account on the next banking day.

The City shall apply all payments received on a prorated basis to the amounts due for the individual services on the account. (Example: Customer owes \$44.53 with \$10.00 for water, \$7.10 for sewer, \$24.00 for sanitation, \$2.50 for storm water, and \$.93 for sales tax. Customer remits \$25.00. Payment allocated on a prorated basis is applied as \$5.61 for water [$10.00/44.53 * 25.00$], \$3.99 for sewer, \$13.47 for sanitation, \$1.40 for storm water, and \$.52 for sales tax with a combined balance due before penalties of \$19.53.)

Previous Unpaid bills

Previous unpaid bills must be resolved before new service is established with the City. In the event that a previous unpaid bill is determined to relate to a current customer any unpaid bill accrued at a prior address shall be added to the customer's bill for his current address, and be subject to any additional fees or penalties.

Termination of Service

Please provide 24 hours written notice for turn-off of services when moving. We need a forwarding address to send your final bill. Turn-off of service is only available on weekdays, excluding City holidays, and is

generally performed between 11 AM and noon or between 4 PM and 5 PM.