



# Morristown Utility Systems

441 West Main Street  
Morristown, TN 37814  
Phone (423) 586-4121 Fax: (423) 587-6590

## Request for Connection of Electric and/or Water/Sewer Service(s)

Individual or Company Name: \_\_\_\_\_ Social Security # \_\_\_\_\_

Secondary Person on Account: \_\_\_\_\_ Social Security # \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Date Service to be connected: \_\_\_\_\_

Services to be connected: \_\_\_\_\_ Electric and Water \_\_\_\_\_ Electric Only

### Contact Information

Primary Phone: \_\_\_\_\_

Additional Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Place of Employment for primary person: \_\_\_\_\_

Account Holder Date of Birth: \_\_\_\_\_

### Complaint Resolution Process

TVA provides regulatory oversight for your local power company's rates and service practices. If you have an issue or complaint that you have not been able to resolve with your local power company, TVA's Complaint Resolution Process may be able to help.

**There are four ways to begin the process:**

- [www.tva.com/complaintresolution](http://www.tva.com/complaintresolution)
- [complaintresolution@tva.gov](mailto:complaintresolution@tva.gov)
- 1-888-289-8409
- scan the QR code with your mobile device

16-088 0116

If Business - Federal EIN # \_\_\_\_\_ \*Business - list Accounts Payable contact in contact information

The undersigned(s) hereby makes application for utility service(s) and agrees to pay for said service(s) as measured by MUS/FiberNET's metering devices in accordance with the application rates and charges as specified in MUS/FiberNET's rate schedule for the above account and any account requested by the undersigned from MUS/FiberNET. The customer agrees to allow right of access to MUS/FIBERNET's agent(s) on the customer's premises at all reasonable times and for necessary purposes. The undersigned(s) assume responsibility of service beginning from connection date or until MUS/FIBERNET is properly notified of cancellation of service, and agree that all billing rendered by said company shall be due and payable as per the bill. Failure to receive a bill does not release a customer from payment obligations. The applicant agrees to permit authorized agents of the MUS/FiberNET free access to the premises of the applicant (or occupant) for the purpose of installing, testing, repairing, or removing property of the MUS/FiberNET. Applicant represents that he or she has the authority to grant such access. The applicant agrees to be responsible for the protection of agents of the MUS/FiberNET from pets and animals which occupy the premises. The applicant agrees that this application is subject to the current MUS/FiberNET's Rules and Regulations and applicable rate schedules, a copy of which is open for inspection at the main office of the MUS/FiberNET and on our company website at [www.musfiber.net](http://www.musfiber.net), and that such rules and regulations are part of this agreement.

The customer shall pay all collections expenses, attorney fees and court cost if payment is delinquent due to fraud, default or failure to perform the obligations incurred and set forth in this agreement. It is agreed by the customer and MUS/FIBERNET that this contract shall apply to the original address of the customer and to all future addresses of the customer which receive service from MUS/FIBERNET. Information submitted to MUS/FIBERNET in this service agreement is correct and true to the best of the undersigned(s) knowledge and belief. If a customer or individual within the household is dependent on 24 hour electrical operating equipment to sustain life, medical certification of the health condition and the type of equipment used must be provided to MUS/FIBERNET. MUS/FIBERNET will determine and contact the customer if the equipment qualifies for the Life Support Program. This program alerts MUS/FIBERNET's distribution area of the urgent need for electricity on the premise. MUS/FIBERNET shall not be responsible for damages incurred due to lack of service. The Life Support Program does not relieve the customer from full payment of utility bills.

The undersigned hereby consents to being contacted by telephone by MUS/FIBERNET employees or our agents regarding your account. In the event that your account goes into default, this contact may be from a Debt Collection Service in an attempt to collect the debt. You agree that we or our agents may place such calls using an automated dialing/announcing technique. You agree that we or our agents may make such calls to a mobile telephone or other similar device. You agree that we may, for training purposes or to evaluate the quality of our service, listen to and record conversations you have with us or our agents.

By affixing his, her or their signatures hereto, customer(s) acknowledge they have granted MUS/FIBERNET permission to perform a credit assessment for the purpose of confirming the identity of the customer and determining the amount of any required deposit.

This agreement is binding upon the parties hereto, their heirs, successors and assigns.

Account Holder Signature(s): \_\_\_\_\_  
\_\_\_\_\_

**Residential Request: Please attach 2 forms of valid identification for each person listed to this form.**  
**Commercial Request: Please attach verification of Federal EIN # \_\_\_\_\_**

**RENTAL:** If this is to establish service at a rental property a lease agreement with the same name on it may be required as additional documentation to connect service at this location. The CSR will let you know if this form is required to connect your location. MUS has a standard lease agreement your landlord can complete if your landlord does not provide one.

**Return this form to the MUS main office at 441 West Main St, Morristown, TN 37814 or FAX to 423-587-6590**  
**Or email to: [customerservice@musfiber.net](mailto:customerservice@musfiber.net)**

**\*\*\*\* A Customer Service Representative will contact you to request credit card information if a deposit is required.**  
Connection fee of \$35 will be applied to the first utility bill.