

RECEIVED DEC 23 2015

## East Sevier County Utility District

1529 Alpine Drive

Sevierville, TN 37876

(865)453-6704

TO: Whom It May Concern  
FROM: Daryl Clark, Collections Operator  
DATE: December 14, 2015  
RE: Bear Creek Crossing Septic Tanks

It has come to our attention that when septic tank companies come to Bear Creek Crossing they are not pumping the solids out of the tanks which causes them to have to be pumped again in a few days. These septic tank companies are charging customers full price to pump about 250 gallons of water and are not solving the problem. We ask that our utility be called before a septic service is called so that we may ensure that the job is being done correctly. Failure to notify us means that the homeowner assumes all responsibility for the work that is done and has no recourse when the job is done incorrectly. We will not be responsible for tank pumping if we are not notified first. We value our customers and want to ensure that their money isn't being wasted and that the job is done correctly.

Sincerely,



Daryl Clark, Collections Manager, ESCUD