

Board of Commissioners

D. Keith Adcock
Charles W. Jenkins
Dallas Davis



CUMBERLAND UTILITY DISTRICT

OF ROANE AND MORGAN COUNTIES

3201 Harriman Hwy
P.O. Box 950
Harriman, TN 37748
Phone 865.882.0395
Fax 865.882.2517

<https://cumberlandutility.com>

Subject: New Monthly Technology Fee Effective January 1, 2026

Dear Customer,

At Cumberland Utility District, we are committed to providing reliable, safe, and cost-efficient water services to our community. As technology continues to evolve, investments in secure systems, customer service platforms, and operational tools have become essential to maintaining the quality and reliability you expect from us.

Beginning January 1, 2026, a \$5.00 monthly Technology Fee will be added to all customer accounts. This fee will support ongoing technology upgrades, after-hours communications, customer billing and notification enhancements, and other system improvements that allow us to serve you better.

We understand the importance of keeping costs manageable for our customers, and this adjustment is necessary to ensure we continue providing dependable service while meeting the growing demands of modern utility operations.

If you have any questions regarding this change, please contact our office at (865) 882-0395 or visit <https://cumberlandutility.com/>. Our staff will be glad to assist you.

Thank you for your understanding and continued trust in Cumberland Utility District.

Sincerely,

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Cumberland Utility District is an Equal Opportunity Provider and Employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866)632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202)690-7442 or email at program.intake@usda.gov.