

CUSTOMER POLICY

BUSINESS HOURS

**MONDAY- FRIDAY
8:00 AM - 4:30 PM (CST)**

Billing

Failure to receive bill does not relieve CUSTOMER'S obligation to pay bill by the due date. After the due date a 10% penalty will be applied to the account. If payment is not received or proper arrangements made by the due date the UTILITY may terminate service without further notice and a reconnection fee of \$30.00 will be charged for each service. Services to the address may not be reconnected except by order of the UTILITY after the payment of all rates and charges on the account have been made by the CUSTOMER. If service is terminated and the security deposit is applied to the account, a higher deposit will be required before the service is reconnected.

Leaks

CUSTOMERS with water service shall be responsible for repairing leaks on the CUSTOMER'S side of the meter and it shall be the responsibility of the CUSTOMER to maintain all service lines and other devices located on the CUSTOMER'S side of the meter. The UTILITY is not liable for any water loss due to the leak.

All gas leaks will be repaired by the UTILITY. If the leak is on the UTILITY'S side of the meter the leak will be repaired at no cost to the CUSTOMER. If the leak is on the CUSTOMER'S side of the meter the leak will be repaired at the CUSTOMER'S expense. No adjustments will be made by the UTILITY for a leak.

Billing questions may be addressed to the billing clerk during regular business hours.

IN CASE OF AN EMERGENCY CALL 911

By my signature I agree to abide by the rules and regulations of this customer policy.

CUSTOMER SIGNATURE

DATE