

### SECTION 13. UTILITY BILL

- A. Frequency; address. A utility bill shall be mailed quarterly to every customer for utility service supplied during the time period shown on the utility bill; provided, however, those customers whose aggregate bill exceeds \$750.00 per quarter shall be billed monthly. The Utility may bill on a bimonthly basis for sewer where meter readings taken by a non-Utility water system owner can be used to determine consumption. Each utility bill shall contain, as a minimum, the following information:
- B. Contents of Bill. Each utility bill shall contain, as a minimum, the following information:
1. The date of the utility bill.
  2. The time period and number of days of utility service covered by the utility bill.
  3. The utility charge(s) due.
  4. The date when complete payment is due at the Authority office, which date shall be thirty (30) days from the date of the utility bill. The bill shall also notify customer that if payment is to be made to one of the area banks which is authorized to receive utility payments, such payment must be made at least ten (10) working days prior to the date that the payment is due at the Authority Office.
  5. Notice whether the bill is based on an actual or an estimated measurement of the amount of utility service supplied.
  6. Notice that the customer may call the Authority customer representative whose telephone number shall be listed on the utility bill, in order to:
    - (a) Dispute the amount of the utility charges.
    - (b) Avoid the termination of utility service for nonpayment of the amount(s) shown on the utility bill.
    - (c) Apply for restoration of utility service.
    - (d) Request answers to any other questions about utility service.
- C. Mailing address. The utility bill shall be sent to the mailing address shown on the "Application for Service and Contract"; provided, however, the utility bill shall be sent to a different address when the customer has given to the Authority notice of such different address.

- D. Correction of utility bill. The Authority reserves the right to correct a utility bill rendered in error.
- E. Payment. A utility bill is due and payable upon receipt by the customer. Failure of the customer to receive either a utility bill or notice of termination shall neither be considered cause for nonpayment, nor justification for extension of the payment date, nor affect the right of the Utility to either terminate service or to file a lien or to motion for judgment for money in accordance with these Regulations. Payments shall be made at the Authority office.
- F. Estimated bill. An estimated utility bill shall be mailed to the customer if the meter fails to register for any reason or the reader is unable to gain access to the premises at the time the meter is scheduled to be read. Such estimated utility bill shall be based on an average of the consumption shown on the last three (3) consecutive quarterly utility bills (twelve (12) consecutive monthly utility bills).
- G. Partial period bill. The utility service charge for an initial or final utility bill for less than a full billing period shall be based upon actual consumption.
- H. Final bill. A customer who requests that utility service be terminated shall give to the Authority a termination date and a forwarding address. The meter shall be read on the termination date and a final utility bill shall then be prepared and mailed, or personally delivered, to the terminating customer. Any deposit, plus accrued interest, held by the Authority shall be deducted from the final utility bill, and the balance then due shall be billed or the unapplied portion of the deposit refunded.

A duplicate copy of the final bill to the tenant-customer shall be mailed upon preparation to the owner of such leased or rented real estate (premises).

- I. Miscellaneous bill. A utility bill other than a regular utility bill rendered by the Authority is due and payable upon receipt by the customer and shall be paid in accordance with the provisions of these Regulations.
- J. Abatement; refund. The Authority is not responsible for water charges incurred due to leakage or for water wasted by water service pipes or fixtures either damaged or in disrepair which belong to the customer. However, in certain cases, the General Manager may at his discretion, determine a fair and reasonable settlement of the disputed bill, when, in his opinion, the circumstances justify such consideration and without which, an injustice to the consumer will result. However, in the event of broken water lines caused by excessively cold weather or an underground leak, and upon presentation of evidence that the leak has been promptly repaired, the utility bill shall be adjusted as follows:
  - 1. One-half (1/2) of the amount in excess water reflected on the utility bill due to this cause, based on the average of the last three (3) bills; and

2. If connected to the public sewer, all of the estimated amount of water which did not enter the public sewer.

Adjustments shall not be considered for disputed bills that are over six months old.

- K. Account charge. An account charge shall be paid by each applicant for service, whether for a new account or for a transfer of account from one premises to another premises. Such charge shall be collected at the time application is made or shall be added to the first utility bill for new and transferred accounts. Such charge is used to defray bookkeeping and clerical costs.
- L. Transfer of charges. A customer who terminates service at one premises may transfer outstanding utility charges incurred at such premises to any other account for a premises in the name of such customer which, if unpaid within the time specified in Section 16, shall subject the latter account to termination.
- M. Customer liable for utility charges. A customer who has either made "Application for Service and Contract" or who has received utility service at a premises shall be liable for all utility service furnished to such premises until such time as the customer has properly notified the Utility to terminate the service to such premises.
- N. Transaction charge for late payment. A transaction charge for late payment, as defined in Section 32, shall be added to each bill in the event the bill is not paid by the due date.
- O. Returned check charge. A charge of twenty dollars (\$20.00) shall be assessed for any check in payment of a utility bill which is returned for insufficient or uncollected funds, or drawn on a closed account, or drawn on a nonexistent account. If such check was presented in order to avoid termination of service for nonpayment of a utility bill, or to have service restored after such termination, utility service shall be terminated and this charge, as well as all others due and payable, shall be submitted in cash, cashier's check, certified check or money order before utility service is restored.