

Customer Fees, Rates, and Charges

Charges for New Service

1 ... Any customer or potential customer desiring utility service from West Warren-Viola Utility shall fill out a CUSTOMER APPLICATION FORM. The fee associated with the application is NOT a security deposit and is NOT refundable unless West Warren-Viola Utility cannot, within a reasonable period of time, provide service.

2 ... An application fee/service charge shall be assessed to a property owner who resumes responsibility for service formerly in the name of a tenant.

3 ...A tap fee is a charge made when West Warren-Viola Utility service is initially run from the main line to the customer's property line or a maximum of 300 feet. The ownership of the tap is conveyed along with the property.

4 ... A residential or commercial/industrial tap shall entitle a customer to West Warren-Viola Utility service to one and only one dwelling or business. If a second residential dwelling or business is to receive service on the same or neighboring tract, a second tap must be obtained.

6 ... If any customer fails to disconnect any additional dwellings during the allotted time period, the customer's service shall be disconnected for violation of the rules and regulations of West Warren-Viola Utility at the convenience of the West Warren-Viola Utility.

Temporary or Seasonal Charges

7 ... Customers requiring temporary service shall pay all costs of connecting and disconnecting service, in addition to the regular charge for water used, provided such temporary service can be feasibly provided at the discretion of West Warren-Viola Utility. The same application fee shall be assessed to a property owner who resumes responsibility for service formerly in the name of a tenant.

8 .. The customer shall pay all costs for the discontinuance and reinstatement of service for temporary repairs and for any other purposes for the customer's exclusive benefit.

9 .. If a customer wishes service to be temporarily turned off, he must contact West Warren-Viola Utility in person or in writing. Depending on the duration of the cut-off, West Warren-Viola Utility will valve off or remove the meter, at its discretion. There is a service fee for the reinstatement of service.

10 .. As long as the account is active, a minimum bill will be assessed at each billing period. (The minimum bill reflects each customer's share of the

West Warren-Viola West Warren-Viola Utility

overhead to operate the system). By keeping the account active, the customer can demand service at any time and therefore must share in the costs.

Miscellaneous Charges

11 .. If full payment of a bill is not received in the West Warren-Viola Utility office by the close of business on the date noted on the bill, the customer must pay the gross amount shown on the bill.

12 .. Any customer questioning the accuracy of his meter may pay the West Warren-Viola Utility bill in question plus a meter testing deposit of \$25.00. West Warren-Viola Utility will remove the meter and have a recognized meter testing company test the meter on-site. West Warren-Viola Utility will pay all costs associated with the testing of the meter.

If the meter proves to be accurate within guidelines established for used meters by the American Water Works Association (AWWA), it is deemed to be accurate. If the meter tests accurate, the customer forfeits the meter testing deposit. If the meter does not meet AWWA accuracy standards, West Warren-Viola Utility shall refund the meter testing deposit to the customer and repair or replace the meter.

a) Any customer who questions the accuracy of the meter reading may request the West Warren-Viola Utility to re-read the meter. If West Warren-Viola Utility has not already re-read the meter and the reading of the meter reflects a usage of more or less than two times the customer's average consumption, West Warren-Viola Utility will re-read the meter. If the meter is read in-correctly, an adjustment will be made to the customer's account.

13 .. If a customer check is returned to West Warren-Viola Utility by a financial institution for any reason, the maximum fee set by TCA 47-29-102 will be added to the amount due. The customer will be notified that the check is being held, and the customer will be required to pay the amount by **money order, cashier's check or cash**. If the check is not *picked up* by the customer within 3 business days, the account will be treated as unpaid and will be subject to the utilities discontinuance of service (cut-off) policy. **West Warren-Viola Utility's Return Check Policy** is as follows: Any customer having a check(s) returned by a financial institution for any reason four (4) times will have check writing privileges revoked, after which, payment by **money order, cashier's check, or cash only** will be accepted. After a customer has had check writing privileges revoked for one (1) year, West Warren-Viola Utility will reinstate the customer's check writing privileges and the customer will once again be subject to West Warren-Viola Utility's Return Check Policy as referred to above.

Adoption Date: April 15, 2003