

**Hide-A-Way Water System
PWS ID #550013
Customer Service Policies and Ordinances**

Hide-A-Way Water System does not discriminate on the basis of race, religion, age, sex, sexual orientation, color, disability, national or ethnic origin, or status as veteran, in policies and programs such as those specified below. The statement applies to all personnel and administrative policies with our water customers.

Fees:

<u>Item</u>	<u>Description</u>	<u>Fee</u>
Water Tap – 1 st Meter	Installation of 1 st main water meter	\$500.00 plus tax
Water Tap – 2 nd Meter “Yard” Option	Installation of 2 nd meter “yard” option	\$300.00 plus tax
Water Usage Monthly Fee 1 st Main Meter	Fee charged based upon the flow usage registered on the 1 st main meter	\$16.25 first 4,000 gallons \$2.25 per 1,000 gallons, pro-rated after 4,000 gallons
Water Usage Monthly Fee 2 nd Meter “Yard” Option	Fee charged based upon the flow usage registered on the 2 nd meter “yard” option	\$2.25 per 1,000 gallons pro-rated
Transfer of Utility Fee	Fee charged to transfer ownership of property with a water meter	\$50.00
Reconnection Fee	Fee charged to restore water service that has been terminated due to having a delinquent balance.	\$50.00 plus tax
Relocation of water meter	Fee charged to relocate a water meter	\$300.00

The billing cycle is from the 26th of the previous month to the 25th of the current month with the payment due in the office by the 25th of the following month. Charges will apply to any outstanding balance.

Disconnect Policy:

Delinquent customers with accounts that are two billing cycles past due will have their water service disconnected in accordance of the rules of the Public Service Commission. Water service will be disconnected for all customers per the date on the statement. If water service is disconnected for nonpayment, the total amount past due in addition to the reconnection fee must be paid at the office before water service is restored.

Payment Plan:

Hide-A-Way Lake management will work with customers requesting a payment plan. However, water termination will occur for all customers who fail to abide by the payment plan arrangements.

Return Item of Payment:

Upon bank notification of a return item for payment, HAWL will mail the property owner a letter stating such. The customer is asked to make a payment with cash, money order, or cashier's check within a specified time frame. Payment by credit/debit card or EFT payment is not accepted for a returned item. An NSF fee is charged to the customer's account to cover the cost of the return item.

Water service will be disconnected immediately should a returned item result in a customer's account becoming two billing cycles past due.

Grievance/Contested Water Bill:

Upon complaint of a high water bill, HAWL Maintenance staff will read the meter. An analysis of the new data to the history of the prior readings is then conducted by an office employee. All findings are reported back to the customer and explained in detail. All billing adjustments are approved by the General Manager and will appear on the following billing statement.

Justified Loss:

In the event of a justified water loss (i.e. broken water line, etc.) resulting in an unusual high water bill, a customer may request an adjustment to the water bill. The request must be in writing along with a description of the circumstance and backup data must be provided (such as copies of repair bills, before and after pictures of repairs, written statements from repair contractors or neighbors, etc.). HAWL management will review the request and determine if a one-time courtesy adjustment is warranted.