

CUSTOMER CHARGES (Adopted by Res. No. 2014-3)

1. Customer Processing Charge

A Customer Processing Charge shall be assessed each time a customer applies for service. Multiple accounts, as is the case for apartment units, will be assessed multiple fees.

2. Late Charge

A Late Charge is computed by applying the late charge percent to the unpaid balance on each monthly statement.

3. Delinquent Processing Charge

A Delinquent Processing Charge shall be assessed each time a MW&L employee visits a service location for purposes of collection. The charge is shown on the next monthly billing following the disconnect.

4. Reconnect Fee

A Reconnect Fee shall be assessed when reconnecting service during normal business hours.

5. Reconnect Fee (After Hours)

An After Hours Reconnect Fee shall be assessed when re-connecting service on Saturday, Sunday, MW&L's observed holidays or outside the hours of 8:00 a.m.-4:30 p.m., Monday through Friday.

6. NSF Check Charge (Returned Item Charge)

A NSF Check Charge (Returned Item Charge) shall be assessed each time an item is returned to MW&L by a bank or a credit union as non-negotiable. This includes a chargeback of electronic payments.

7. Tampering Charge

A Tampering Charge shall be assessed each time a non-authorized person turns on or off, or attempts to turn on or off, or tampers with, any water or electric service belonging to MW&L. If a formal complaint is filed with law enforcement, the fee shall be part of the charges assessed through the courts. Prosecution of the tampering complaint will be handled by the law enforcement agency. All MW&L charges and costs will be filed in the court action.

A deposit may be required to re-establish service after a service tampering incident.

7.1 Hydrant Tampering Charge. Anyone using a fire hydrant without a permit shall be assessed a Hydrant Tampering Charge.

8. Water and Electric Meter Testing Charge

A Testing Charge will be assessed against a customer if a customer requests a meter test and the meter proves to be operating within acceptable limits of accuracy under these Customer Policies.

9. New Construction Design Application Fee

A New Construction Design Application Fee will be required for each new water and electric service provided by MW&L. This fee is to help offset MW&L's cost of design if a customer does not complete their project. This fee will be credited to the customer's work order if construction starts within 12 months of application date.

10. Temporary Power Fee

A Temporary Power Fee applies for installation of temporary electric service for construction. The fee (or actual costs as indicated by rate schedule) will be applied to the requesting party's first bill. Once construction is complete, MW&L will remove the service at no additional cost. Non-standard service requests requiring additional equipment will be billed at time and materials. Customer, however, is responsible for installation and removal of the post, meter base and conduit.