

CUSTOMER ACKNOWLEDGMENT

BILLING PROCEDURE – The Glenwood Municipal Utilities (GMU) customer water meter is read each fifteenth (15th) & billed monthly for water consumed & waste treated in the previous month. Residential sewer service billing is based on a set minimum until a winter average for Dec. Jan. Feb. water consumption is set. Business sewer service billing is based on, as used water consumption for previous month. The bill is mailed to the customer on the last day of the month and is due by the fifteenth (15th) of following month. After the due date the account is considered delinquent & a ten percent (10%) penalty is added to the bill. A disconnect notice is mailed to any delinquent account, to be paid in full by the last day of the same month. Disconnect is thirty (30) day notice of intention to file lean on property. A Collection Fee of fifteen dollars (\$15.00) plus tax, will be due on account when a GMU representative has to prompt payment of a delinquent past due account. If complete payment is not received, customer agrees to provide access so service shall be disconnected and a Turn On Fee added of twenty-five dollars (\$25.00) plus tax to restore. Customer must pay past due total & fees before service is restored. An After Hours Fee may apply, for non-business hours call out. Returned check / insufficient funds fee is set at thirty dollars (\$30.00). Landowners may be held responsible for a renter's unpaid utility bill according to Iowa Code. All curb stops, meters and touch pads/radio read units are to be readily available to access by GMU for emergencies, disconnects, reading and repairs/maintenance.

AREA OF RESPONSIBILITY OF SERVICE LINES – Owner is responsible for repairs and maintenance of owner's water and/or sewer service line's and appurtenances that connect to the GMU mains. (Sewer services inside Pacific Jct. governed by City of PJ.) Service lines and repairs are to comply with all applicable GMU resolutions and policies. If a leak occurs or service piping / appurtenances become out of order, in the area of owner's responsibility, the owner will be notified by GMU of the needed repair and completion time period. For water or sewer leaks, the owner has three (3) working days to make arrangements to have the work completed and to notify GMU of same. Owner may choose to reimburse GMU for arranging leak repair & costs incurred. A maximum 12 month finance plan may be arranged, plus interest, for approved repair reimbursements. If owner does not make repairs or arrangements within the time period, GMU will arrange for repair or disconnection from main and bill the owner costs incurred plus 30% to be paid within the allotted time or action will be taken for collection. When conditions warrant emergency repairs to avoid hazards or property damage, GMU may choose to arrange leak repair prior to owner consent and GMU will bill the owner costs incurred. Customer is responsible for all water usage and sewage flow generated from residence or business, regardless if considered normal or unusual, such as plumbing leaks.

POLICIES & PROCEDURES – The GMU Board of Trustees reserves the right to implement any water restriction measures deemed necessary. GMU may shut down water supply to make repairs/maintenance on system after making reasonable effort to notify customer. In emergencies such as main breaks or in GMU's opinion, to limit safety hazards, health risks & property damages, the supply may be shut down without notification. Water pressures vary throughout the system depending on customer's location and elevation in relation to GMU's service pressure gradient. It is recommended that a water pressure regulating valve be placed after the customer's water meter and thermal expansion tank be installed in each households plumbing. The responsibility of obtaining and maintaining this equipment shall rest solely with the customer / owner.

DEPOSIT REQUIREMENTS – Every new customer shall make and keep a deposit with GMU as a guarantee for payment of utility bills for each service location. All deposits shall be retained by GMU and no interest will accrue on the deposits. Said deposits shall be required paid prior to start of service. No payment arrangements for deposits are allowed. Residential property owner and renter deposits shall be ONE HUNDRED FIFTY DOLLARS (\$150.00). Business property owner deposit shall be based on one of the following: two (2) times the previous or like business usage; a minimum of ONE HUNDRED FIFTY DOLLARS (\$150.00); whichever is greater or at the sole discretion of GMU. Business customer is a renter: deposit shall be the sum of three (3) times a previous or like business monthly usage or a minimum of ONE HUNDRED FIFTY DOLLARS (\$150.00); whichever is greater or at the sole discretion of GMU. GMU may return owner deposit after amount has been on deposit two (2) years for Residential and five (5) years for Business; providing said owner has had no late payments or penalties to the account or at sole discretion of GMU annual review. Residential or Business renter deposit is retained until service is discontinued. Said deposit shall be returned less any unpaid utility amounts. Landlords of residential rental units may enter into a "leave utilities on in owners account between tenants" agreement with GMU, requiring a deposit per the resolution.

I _____, being an owner__ / renter__ at _____, have read these conditions of service and understand my responsibility as a utility customer. I further acknowledge that I will comply with all other GMU Resolutions and Policies which are not listed above (which may be reviewed when requested and all subject to changes by proper legal procedures and publication).

Therefore I hereby pay my deposit of \$ _____ Receipt # _____ Date _____

Customer Signature _____ Telephone # _____ Cell# _____

Acct. # _____ Owner's Name _____ Serv.Order# _____

Email address _____

Request Service Start Date: _____