VILONIA WATERWORKS ASSOCIATION AGREEMENT

No customer can be served with water if they owe a previous bill on an old account, either directly or indirectly. Each residence **must** have a separate water meter.

The person whose name the account is in is responsible for the water bills. The customer is responsible for any and all water that goes through their water meter. Also, the customer is responsible for all lines from the meter box to the resident's home.

All line extensions must be approved by our Board of Directors and customers must sign a contract to meet Vilonia Waterworks specifications. All line extensions required for customers will be paid for by the customer who is planning to connect to the water system. This includes the ditch witch or backhoe time, parts and labor and all must be paid before work will begin. The customer will be responsible for line extensions for one full year. As an asset to the water system the line extension will then be turned over to Vilonia Waterworks to maintain and service thereafter.

Customers are not to fence in the meter boxes. If the meter becomes fenced in, there will be a fee charged to the customer to move the meter and the box outside the fence. The water company service men must have access to the meter without hazardous conditions, such as an aggressive animal.

Bills are due in full upon receipt or before the due date of the **5th** of each month. No partial payments are accepted, unless approved by management. A 10% penalty is applied on the **6th** or the first working day thereafter and a shut-off notice will be mailed for the **15th**. If the bill is not paid by this time and your service is disconnected, an additional **$25.00** will be added for a reconnect fee <u>during business hours</u> from 8:00 am to 4:30 pm or **$50.00** <u>after hours</u> from 4:30 pm to 8:00 pm. **Water will not be connected after 8:00 pm** except in an <u>emergency</u>.

The water office employees are not responsible for reporting to the customer during the disconnecting of meters, resetting of meters or any type of service call. The water will not be turned on unless the customer is home. This is done to protect the customer and Vilonia Waterworks.

Insufficient checks or bank drafts returned to our office by the bank will be treated as non-payment on an account. When a customer has two (2) checks or bank drafts returned by the bank within a six (6) month period our office will no longer accept checks or bank draft from that customer. There will be a $20.00 service charge on any returned check or bank draft. There is a 24-hour depository in the drive-through of the office for your convenience.

There will be a $25.00 charge for any customer who requests their meter to be tested and the results show to be accurate.

Any customer who is caught tampering with a meter with the intention of defrauding Vilonia Waterworks may be subject to prosecution and loss of water service. If service is granted back to the customer, for the first offense, there will be a $300.00 reconnection fee if theft is obvious. If a second offense occurs, the reconnection fee will be $600.00. A third offense will be $900.00 and will result in a meeting with the Vilonia Waterworks Board of Directors before any continuation of services will be allowed.

A **non-refundable connection fee** must be paid before meters or new connection can be set, and a form letter from the 911 office (OEM) must be presented with the 911 address. Vilonia Waterworks has (10) working days to set a new connection. A current perk test approved by ADH is required to set meter.

Current water rate: 0-1,000 gallons (minimum bill) _____ (before taxes/fees), All water used over 1,000 gallons $9.15 per thousand (plus taxes/fees). All 2nd meters will be billed a minimum plus usage, $.92/100 gallons, or $9.15/1,000 gallons. <u>The first 1,000 gallons are not included in the minimum bill for 2nd meters.</u>

I, the undersigned customer, agree to the terms and conditions listed above.

_____   _____   _____
Customer Signature   Date   Employee Signature