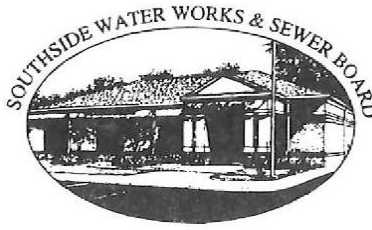


Conditions for Water and/or Sewer Service

1. Customers requesting water service will be required to complete a contract for service and provide valid photo identification.
2. Customers applying for service must be at least eighteen (18) years of age.
3. Customers applying for water service must remit a \$100.00 non-refundable service connection fee to instate service at one address or location. A service connection fee must be paid on each location under the customer's name each time service is instated.
4. The point of delivery for water is to the meter. Any piping or equipment from this point will be the customer's responsibility to maintain at no expense to Southside Water Works and Sewer Board.
5. Only one residence/or business may be served from one meter box. Southside Water Works and Sewer Board reserves the right to bill multiple residences or businesses served from one water service as multiple accounts.
6. Meters are read beginning on or near the 15th of each month. Bills state the amount due, consumption, delinquent date, billing codes, and dates of service. Customer understands prompt payment for service is required in order to avoid termination of service at above location.
7. Bills are due the 15th of each month. Balances unpaid by the 15th of each month will receive a 10% penalty charge. Should the 15th of the month fall on a weekend, holiday, or any other time the office is closed, they will be due the following business day. Penalties will be added to delinquent accounts.
8. We will not be responsible for postal mistakes. Failure to receive the bill will not relieve customer of payment obligation, nor will we make allowances for payments that have been mailed, but not received in our office. We have a night depository available and accept online payments at www.southsidewater.us.
9. Services disconnected for non-payment will automatically receive a \$25.00 reconnection fee. In order to have services reconnected, the account shall be paid in full to include the \$25.00 service charge.
10. If an account remains unpaid after service is disconnected, the account will be closed. To reestablish service on a closed account, a service connection fee will be required and any unpaid balance shall be paid.
11. There is a \$25.00 fee for returned checks and/or bank drafts. After three returned checks and/or bank drafts, customer may no longer pay via these methods.



Conditions for Water and/or Sewer Service *continued*

12. The service (meter box, lid, cut off, etc.) does not belong to the customer, but remains property of Southside Water Works and Sewer Board. Tampering fees shall be charged to accounts when locking devices have been broken or tampered with by an unauthorized person.
13. Customers requesting temporary service of water (i.e. landlord for temporary cleaning or maintenance or realty company showing a house for sale) for a period not to exceed thirty (30) days will be required to complete an application and will be charged a \$25.00 service connection fee.
14. Any changes in billing status must be reported immediately. Southside Water Works and Sewer Board will not be responsible for excess charges accrued due to lack of notification.
15. All customers are recommended to have a cut off device on the service line between the water service and the residence for those occasions when the customer wishes to cut off their own water supply for repairs, etc.
16. It is our recommendation that customers with pressure in excess of 80 psi install a pressure reducer in customer line.
17. All customers are required to have a back flow prevention valve on any premises that has a sanitary sewer service and shall maintain such back up valve in good working condition.
18. The customer acknowledges that Southside Water Works and Sewer Board does not warrant or insure water to a customer and that at times, when repairs are necessary, an interruption of service may be unavoidable.
19. This application for water service becomes a binding contract for the services provided by this utility board and constitutes an agreement to abide by the rules and regulations governing these services, including timely payments and reasonable and diligent protection of utility metering and other equipment at service location. Billing will be at current rates for class of service as adjusted periodically as determined by the Board. Any or all fees, rules, or regulations listed are subject to change without prior or public notice.
20. Southside Water Works and Sewer Board may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations of any of the provisions of Rates and Charges. Service may be discontinued for theft of any utility service or the appearance of theft of devices on the premise of the customer. The discontinuance of service as stated in this rule does not release the customer from his or her obligation to Southside Water Works and Sewer Board for the payment of minimum bills as specified in the application of customer or contract with customer.