

BI-COUNTY WATER SUPPLY CORPORATION COMPANY RULES AND REGULATIONS

1. All bills are due by the 15th of each month. There is a late charge of 5% or \$2.00, whichever is greater, applied after due date.
2. If bill is over \$40.00 past due a cut-off notice will be sent allowing a five day grace period. If bill is not paid before disconnect date, the meter will be locked and a \$50.00 reconnect fee will be charged. All monies collected in field and after hours will result in a double service charge of \$100.00 plus \$5.00 for collection. There will be no collections made in field after the disconnect date.
3. The corporation is responsible for service up to the meter only. The customer has full responsibility to maintain any and all on their side of the meter. If a serviceman is called out and the problem is on the customer's side of the meter, there will be a \$50.00 service trip fee applied to the account.
4. Water bills can be paid at our office, located at 4094 FM 2254, during normal business hours (7:30-4:00) Monday-Friday, or mailed to our P.O. Box 848. All after hour customers may use the night drop located between the two front gates. It must be check or money order only. No cash please. We accept all major credit cards, Visa, MasterCard, and Discover. Payments can be made thru 2:00 on the 15th of each month at the following banks:

Capital One – Pittsburg
Pilgrim – Pittsburg, Mt. Pleasant
Cypress - Pittsburg, Lone Star, Mt. Pleasant
Security – Ore City, Diana

CUSTOMER SIGNATURE _____

ACCOUNT # _____

DATE _____

These rules and regulations are in corporation's tariff.

In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, age, disability, religion, sex, and familial status. To file a complaint of discrimination, write USDA, Director of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD).