

Dear New Customer,

Prior to receiving service from Rock Port Municipal Utilities you must complete a customer application and a customer deposit must be paid in full.

Customer deposit will be credited back to customer account after 24 months, if all payments are received before the 20<sup>th</sup> of each month or after final bill is paid in full and check has cleared if applicable, refund will be mailed to customer.

At the time of water meter installation someone must be at the residence to check for leaks.

Payment is due by the 20<sup>th</sup>, a 10% penalty and \$20 penalty charge is applied if payment is not received by the 20<sup>th</sup>, and service will be disconnected if bill is not paid by the 27<sup>th</sup>. Reconnection requires payment of past due bill, reconnect fee and payment of next months bill.

Disconnect & reconnect for nonpayment is \$30. There will be a \$30 fee on all returned checks. Customers having two returned checks are on a cash only basis.

Failure to receive a bill does not void penalty or disconnection. Customers are responsible to call for payment amount of missing or lost bills.

Meters must be easily accessible to meter readers. Do not allow belongings, weeds, shrubs or debris to obstruct meter access. Do not chain or tether pets in reach of meter path or meter.

Please call 660-744-2676 immediately if you experience sewer backups.

If you have any questions feel free to call 660-744-2676. Office hours are 8:00 –5:00 Monday thru Friday. Emergencies or outages after hours call 660-744-2676.

Sincerely,

Rock Port Municipal Utilities

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date