

Second Revised Sheet No. 9

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First Revised Sheet No. 9

WN U-2

Burton Water Company, Inc.

**WATER SERVICE
RULES AND REGULATIONS**

Rule 10 - Interruption to Service

The utility will make a diligent effort to render uninterrupted service and supply of water. In cases where shut-off is necessary for repair, reconstruction, damage prevention or similar cause, the utility will give one day's advance notice to its customers of such scheduled shut-off. However, the utility will not be responsible for any damage that may result from any cessation of services such as above outlined, nor for failure to give notice of shut-off when circumstances are such that it is impractical to give notice as stated above.

Rule 11 - Bills/Late Payment Charge/Payment Options

Bills are due and payable upon receipt. If the utility offers the option of electronic statements and at such time as the Commission allows such use, at the option of the customer, bills will be sent by email in lieu of a hard copy by mail. Bills are considered late 30 days after the bill mailing date (or email date if that option is elected by the customer). A Late Payment Charge as specified in **Schedule X** of 2% of the unpaid balance shall be added to each account for each month the bill is unpaid. The late payment charge will not be applied to any disputed amount unless such amount remains unpaid for more than 30 days after the dispute has been resolved.

Unless otherwise specified, all charges for the base rate shall be paid bi-monthly, one month in arrears and one month in advance, on or before the last day of the billing month. All charges for metered water shall be paid bi-monthly in arrears on or before the last day of the billing month.

If the utility offers the following payment options, then at the election of the customer, payments may be made on-line by debit card, credit card or e-check. If a customer chooses to pay on-line by credit card or debit card or e-check, any transaction fee charged by the processing company will be passed through to the customer. There is no mark up by the utility, just a straight pass through of the underlying charge. The utility may discontinue the offering of one or more of these payments methods at any time at its discretion.

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*K Material moved to Sheet No. 9.1

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Issued by: Burton Water Company, Inc.

By: Richard A. Finnigan

Title: Attorney

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WN U-2

Burton Water Company, Inc.

**WATER SERVICE
RULES AND REGULATIONS**

Rule 12 – Deposits

The utility may require a deposit in situations where a customer's service has been disconnected for nonpayment of amount owed to the utility or when a customer is unable to establish or maintain credit with the utility.

The deposit will not be more than an average three-twelfths of estimated annual billings.

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