

To Our Valued Customer: These terms and conditions are provided for your benefit to communicate Newnan Utilities' policies regarding our billing procedures, payment terms, and related fees. By acquiring our services, you agree to all of the conditions listed in this document.

New Service: A \$20.00 Service Establishment Fee will be charged on the customer's first statement. Newnan Utilities requires a credit history review on all new customers.

Deposits: Newnan Utilities requires a deposit on accounts contingent with a customer's credit history, and you must provide a valid Social Security number. Below is a standard deposit schedule for residential service.

Service(s)	Minimum Deposit	Maximum Deposit
Water Only	\$50.00	\$100.00
Water & Electric	\$200.00	\$400.00

Please note: Additional deposits may be required for commercial service and for customers with a late payment or disconnection history with Newnan Utilities. When services have been terminated, the deposit on the account will be applied toward any outstanding balances. If there is no balance due, a refund check will be mailed within 7 days to the forwarding address provided by the customer.

To establish a new account, you will need to provide the following information:

- **Proof of Residency:** Lease or sales agreement that includes the applicant's name and address.
- **Personal Information:** Name, mailing address, Social Security number, phone number, and valid state or federal identification.

Senior Citizen Discount: For customers 65 years of age or older and whose annual income is below \$11,770 for a 1-person household or \$15,930 for a 2-person household, we extend a monthly discount of \$11.00 per month for customers with power, water and sewer or a \$5.00 per month discount for customers with water and sewer service. Proof of income will be required.

Billing Cycle: Newnan Utilities bills for its services on a monthly basis. The billing date is determined by your location within our service area. Due dates are not adjustable.

Payment Terms: Payments are due within 16 days of the statement date. Failure to receive a statement does not excuse your obligation to pay.

Billing Disputes: Customers have the right to dispute charges on the statement. All disputes should be submitted within 60 days of the statement date.

Late Payment Penalty: Accounts not paid in full by the due date will be assessed a late payment penalty of 5% of the amount past due with a minimum of \$5.00, and no maximum penalty.

Payment Options:

- Online at www.NewnanUtilities.org
- Preauthorized payment from checking account or credit card
- Phone payment by credit card with the automated phone system
- Mailed to the address listed on your monthly statement
- Night drop box
- Made at our office during regular business hours
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Privacy Policy: Newnan Utilities cooperates with inter-governmental agencies and law enforcement inquiries and other third parties to enforce laws, intellectual property and other rights. Local and international law enforcement agents can request and may receive your personally identifiable information. We also reserve the right to disclose the customer's personal information when Newnan Utilities has determined that property of Newnan Utilities or personal safety of its employees or customers may be at risk.

Terms & Conditions Subject to Change

Main Office 70 Sewell Road Newnan, GA 30263 Regular Business Hours Monday-Friday 8 AM-5 PM	Wahoo Customer Service Center 315 Millard Farmer Industrial Boulevard Newnan, GA 30263 Regular Business Hours Monday-Friday 8 AM-5 PM
Phone 770-683-5516 Fax 770-683-3884 Email csr@newnanutilities.org Web www.NewnanUtilities.org	

Returned Payments:

- Customers with returned payments will be charged a \$30.00 fee and assessed a late payment penalty.
- Returned payments must be settled within five (5) business days or the account is subject to disconnection.
- Returned payments received to restore service, pay a deposit, or to avoid disconnection are subject to immediate service disconnection.
- After a second returned payment on the account, we will only accept cash or money order for the following 12 months.

Disconnection Policy: Accounts with a past due balance are subject to disconnection. Service will only be reconnected after the account is paid in full for all outstanding past due balances, including late payment penalties and non-pay service fees. Accounts that have been disconnected are subject to additional deposit requirements. After the second non-pay disconnect in a 12-month period, the account must be paid by cash, money order, or debit/credit to restore service.

Accounts can be disconnected at the customer's request at any time. However, the customer shall notify Newnan Utilities at least 24 hours prior to the requested disconnection.

Days Hours	Non-Pay Service Fee
Monday - Friday 8:00 AM – 5:00 PM	\$30.00
Monday - Friday 5:00 PM – 7:00 PM	\$90.00
Saturday 9:00 AM – Noon	\$90.00

Customer Collections Policy: Customer agrees to reimburse Newnan Utilities the fees of any collection agency, which may be based on a percentage at a maximum of 35% of the debt. Customer further agrees to pay all costs and expenses including reasonable attorney's fees that Newnan Utilities may incur in such collection efforts.

Reinstated Service: Any customer requesting services that has a previous bad debt on file with Newnan Utilities is required to pay the entire amount due on the previous account, including collection and legal fees as described above in the Customer Collections Policy. The customer is also required to make additional deposits, as previously stated in the Disconnection Policy.

Unauthorized Reconnection or Tampering Policy: When it becomes evident that a meter or service equipment has been tampered with for the purpose of defrauding Newnan Utilities, then the policy will be to disconnect service immediately, and the following measures will be taken.

1. Customer must negotiate reconnection of his/her meter with Newnan Utilities supervisor to avoid prosecution.
2. If amount stolen is not paid immediately, law officials will be contacted.
3. Utilities will not be restored until entire account balance, bad debts, and fees are paid in full.
4. Customer will be responsible financially for any equipment or parts damaged during any theft attempt or act.
5. Customer will be required to pay a tampering fee, damage fee, and any consumption charges.
6. Customer will be required to pay a service fee of \$30.00 before 5:00 PM and \$90.00 after 5:00 PM.

Irrigation Meters: There is a \$30.00 fee to turn irrigation meters off and a \$30.00 fee to turn irrigation meters back on.