

RIDGE UTILITIES, INC. ACCOUNT POLICIES AND BILLING PROCEDURES

Section 1. Establishment of Account

A. Administrative Transfer Fee

1. Payment of a \$25.00 Administrative Transfer fee is required whenever there is a property transfer. This fee is also applied when an owner and their tenant agree to have the water bill mailed directly to the tenant. Payment must be paid prior to making any administrative changes to the account.

Section 2. Billing

A. Utility Dates

1. Meter Reading Dates – Meters will be read the 3rd week during the months of March, June, September and December.
2. Billing Date – Customers are billed on a quarterly basis. Bills are mailed the last week of March, June, September and December. If you do not receive your bill by the 10th of the following month in which bills were mailed please contact our office immediately. *Failure to receive your bill does not relieve you of your obligation to pay.*
3. Due Date – Payment is due by the last day of the following month in which bills were mailed. (Example: 1st billing quarter of the year ends in March and bills are mailed by March 31st. The due date for the 1st qtr. would be April 30th.) If payment is not received by the due date a 10% late charge of the account balance will be applied to each past due account.
4. *Past Due – Disconnect Notices – A past due-disconnect notice will be mailed to every customer that is past due and shall establish the final date to pay and the disconnect day. This particular notice will be a different color than the standard bill and will serve as the final notice. The customer must pay their account balance in full including the 10% late charge by the date noted to avoid the meter being removed or locked.*

Section 3. Fees

A. Standard Water Rates

1. Yearly water rates are set by the Ridge Utilities, Inc. Board of Directors at their November Board meeting.

2. All customers owning a dwelling with a water connection will be billed a basic rate set by the Board for 0 to 10,000 gallons. Any amounts exceeding the 10,000 will be billed additionally based on the overage fee set by the Board of Directors. Customers owning a lot with a water connection only will be charged the standard lot with a connection fee.
3. All customers must pay the basic rate for all four quarters regardless of water use.

A. Returned Check Fee

1. A \$25.00 fee shall be assessed on any returned check. This fee is subject change at the discretion of the Board of Directors.
2. Once Ridge receives notification of a returned check a letter will be mailed to the customer stating that their check was returned and giving them five days to make payment whole or the water meter will be removed or locked.
3. The customer must pay the account balance and returned check fee of \$25.00 by way of cash, money order, certified check or credit card.

B. 10% Late Charge

If the customer has not paid their account in full by the due date listed on the water bill then the account will be assessed a 10% late charge.

C. Reconnection Fee

1. In the event that a customer's meter is removed or locked then the customer will be required to pay a \$50.00 reconnection fee before water service will be restored.
2. The customer must pay the past due amount in full including late fees and the reconnection fee, prior to restoring the water service.
3. Water service will only be restored during our Maintenance Department hours of Monday through Friday 6:00 a.m. to 2:30 p.m. Reconnection of meters will not occur on weekends or after hours.

Section 4. Method of Payment

We accept payment by check, money order, credit card, cash or cashier's

check. Please mail payment to Ridge Utilities, Inc. 924 South Lakeshore Drive Louisa, VA 23093. You may also deliver payment during business hours which are Monday through Friday 8:00 a.m. to 4:00 p.m. and Saturday 8:00 a.m. to 2:00 p.m. Please make check and money orders payable to **Ridge Utilities, Inc.** Be sure to include your account number on your payment and return bill stub with payment. Credit card payments can be accepted in person or by telephone.

Section 5. Request for Leak Adjustments

1. Leaks incurred on the owner's side of the meter will not be adjusted and no reduction of the water bill will be granted.
2. The owner may request a payment plan to pay an excessive water bill caused by a leak. The proposed payment plan will be reviewed and approved by the General Manager.

Section 6. Owner/Tenant Billing Account Responsibilities

1. Owner's who rent their homes may have their tenant added to their account by paying the Administrative Transfer Fee. It's at the owner's discretion who pays the fee. Once the transfer fee is paid the tenant will be added to the account and the water bill will be directly mailed to said tenant.
2. ***In the event the tenant's service is disconnected the owner will be notified.*** This will serve as notice to the owner that the account is past due.
3. Should the tenant not pay the account balance then the owner of the property will be held accountable for payment of the account and any additional late fees or reconnection fees associated with the account.

(Revised March 19, 2011. Revisions are in italics and bolded)