

PAINTSVILLE UTILITIES

MONTHLY AVERAGE PAYMENT PLAN

The Paintsville Utilities offers a Monthly Average Payment Plan, which allows customers who meet certain requirements to pay for utility services based upon the previous year's average monthly payment.

In order to qualify to participate in the Monthly Average Payment Plan, the customer must meet the following requirements:

1. The Customer must have had service with Paintsville Utilities for a period of one (1) year.
2. The Customer's account must be in good standing with Paintsville Utilities for the previous year and must have had no disconnects for non-payment.
3. The Customer must be a natural gas service user and must maintain natural gas service throughout the Payment Plan.
4. The Customer must apply for the Monthly Average Payment Plan within thirty (30) days of July 1 of the calendar year.
5. The Customer must sign an agreement which memorializes the rules and regulations guiding this Plan.
6. This Plan is only offered to customers who are single-family, owner-occupied residential accounts.

The Monthly Average Payment Plan shall be governed and administered with the following rules, policies and procedures:

1. The amount of the Customer's monthly obligation under the Plan shall be determined by calculating the Customer's average monthly charge from the previous twelve (12) months of service. At the time of the execution of the Plan, a Customer has the right to have this amount increased or decreased.
2. The Monthly Average Payment Plan runs from July 1 through June 30 of the calendar year. No changes shall be made to the Plan during the Plan Year.
3. If the Customer changes residences during the Plan year, the Plan shall be terminated.
4. At the end of the payment plan each year, Paintsville Utilities shall determine the actual cost of service for the year and compare the same to the total amount paid by Customer under the Plan. If the Customer has paid more money under the

Plan than the actual cost of service, the Customer shall be entitled to a refund of amount overpaid. If the Customer has paid less money under the Plan than the actual cost of service, the Customer shall be responsible for paying the balance, and the same shall be paid in full by July 15 of the calendar year.

5. Should the Customer wish to renew their Monthly Average Payment Plan, the Customer must give notification to Paintsville Utilities of his/her intent to continue the Plan. This notification must be given to Paintsville Utilities within thirty (30) days of July 1 (i.e. the end of the Plan period for the previous year).
6. Failure to comply with the above rules, policies and procedures shall result in ineligibility to participate in the Plan for the current year and in the future. Customer shall also be responsible for any late fees, penalties and interest that may applicable for late/non-payment of amount due.