

SECTION FOUR

PAYMENT FOR SERVICES

1. Customer hereby agrees to pay for all water, sewer, and gas supplied to or for the premises, at the rates now fixed or hereafter fixed by the City of Paintsville as bills are rendered. Charges to the Customer shall begin on the date service is made available by the Supplier and is not dependent upon whether Customer has connected to the system or has begun receiving utilities from Supplier. Once the meter is installed, the Customer shall, at a minimum, be responsible for the “minimum water bill”, as defined in Supplier’s Rules and Regulations.

2. All payments are to be made payable to “Paintsville Utilities”. If payment is sent by mail, the correct address to mail payment is Paintsville Utilities, Post Office Box 630, Paintsville, Kentucky 41240. Payment must be received on or before the close of business on the 15th of each month. If Customer chooses to make payment online, the website to do so is www.paintsvilleutilities.com. Please ensure your correct account number is added so your account properly receives credit for the payment. For payments by credit card, please note that there shall be a Credit Card ACH Rejection Fee of \$15.00 for all transactions made where not sufficient funds were available to cover the cost of the transaction. For customers wishing to pay in person, Supplier has a drive-thru window for your convenience, but please ensure you have your bill and payment ready. If you do not have your bill, you are requested to enter the office so your account information may be accessed. For after-hour payments, Supplier has a drop-box near the drive-thru window. Please use your bill or account number when using the drop-box to ensure your account receives credit for the payment.

3. All payments are due on or before the close of business on the 15th of each month. Customer should receive his/her statement by the 5th of each month. Supplier is not responsible

for mail delivery and failure to receive a bill does not excuse non-payment thereof. Therefore, if you do not receive your bill, Customer hereby agrees to call or visit Supplier to determine the amount of his/her charges due.