RIGHTS AND RESPONSIBILITIES OF CUSTOMERS OF BARGERSVILLE UTILITIES

1. INTRODUCTION.

This pamphlet explains your rights and responsibilities as a customer of Bargersville Utilities (Utility). It is provided to all new Utility customers. We hope you find it helpful. It is suggested that you keep it readily available for future reference. If you have any questions or need additional information regarding our services, please contact the Utility.

2. APPLICATION FOR SERVICE.

Each applicant for electric, water, and/or sanitary sewer service will be required to sign a form provided by the Utility, requesting information regarding the service to be provided. The application shall be considered an agreement to abide by all ordinances, rules and regulations and conditions applying to electric, water and/or sanitary sewer water service with every person, firm, organization, corporation or other entity who is supplied with electricity, water and/or sanitary sewer service from the Utility; and every applicant is considered to have consented to be bound thereby. We may request identification or a copy of a lease agreement to verify individuals responsible for service.

The owner of vacant rental property shall state in writing whether he wants the services left on in his name and be charged until the next tenant moves in, or, to have the service turned off and not be charged.

3. DEPOSITS.

Each customer who rents or is buying on contract is required to make a deposit before he receives our services. Commercial users shall make deposits based on the average of (3) previous month's use. Call the main office for the amount of deposits. All temporary electric service, when no utility service facilities have previously been installed and in use, will be required to make a deposit, prior to commencement of such utility service. If utility service has been disconnected for nonpayment, a deposit may be required for reconnection.

When utility service to a customer who has paid a meter deposit is terminated, the meter deposit(s) shall be applied to any unpaid utility bills of any nature owed by the customer to the Utility to the date of termination of service (readout date), and the balance of the meter deposits thereafter remaining, if any, shall be refunded to the customer within 90 days from the termination date. However, to receive a refund, the customer is responsible for supplying the Utility with a forwarding address. The Utility may require the identification of the person paying a deposit. In case the customer lost the deposit receipt, the Utility will require that customer to sign its standard release form acknowledging return of the deposit. Refunds may be made only to a customer, not to a third person who may have paid the deposit(s).

4. CUSTOMER BILLING.

Each customer will be sent a bill for utility services each month. It will be based on the number of K.W.H. and/or gallons that register through your meters during the billing month which consists of approximately thirty-days. The bill will be mailed on the last business day of each month and

will be due on the 15th day of the next month. If the due date falls on a weekend or holiday, bills are due the next business day after the 15th. After that day, a penalty is added to your bill. If your bill does not arrive within a reasonable time from when you normally receive it, please call our office and let us know.

Copies of the Utility's schedules of rates are available for inspection upon request at our main office.

5. ESTIMATED BILLS.

Although efforts are made to read customers' meters each month, readings are missed some months because of inclement weather, locked doors and gates, and other circumstances.

In order to send customers a bill each month when a meter reading is missed, a bill is issued based on an estimated amount of K.W.H. and/or gallons used during that billing period. Bills based on an estimate are clearly marked "Estimated". If the actual usage is higher or lower than the amount shown on an estimated bill, the difference will be reflected on the first bill after an actual reading is obtained.

6. DISCONNECTION OF Service

At customer s request:

If you want your service disconnected, you should notify the Utility at least three working days ahead of time. We will disconnect your service within three working days of the requested date. You are responsible for all service used and payment for service until the meters have been disconnected; however, you will not be responsible for any service used after three working days from the requested disconnection date.

- I. We may disconnect your service without giving advance notice and/or without any request by you under the following conditions:
- A. If a condition dangerous or hazardous to life, physical safety, or property exists.
 - B. Upon order by any court or other duly authorized public authority.
- C. If fraudulent or unauthorized use of service is detected, and the Utility has reasonable grounds to believe the affected customer is responsible for such use.
- D. If the Utility's regulating or measuring equipment has been tampered with and the Utility has reasonable grounds to believe that the affected customer is responsible for such tampering.
- II. We may disconnect your service after giving advance notice under the following conditions:
- A. For nonpayment of a bill or for violation of any ordinance, rule, regulation or condition of service after giving advance notice in writing.
- B. Any customer operating equipment, apparatus, etc. that is found to be causing utility service interference will be required to discontinue the use of such equipment to eliminate the utility service interference. Failure or refusal to comply with the above shall be sufficient cause to discontinue service. In such case, the service shall not be

reconnected until the Utility is assured that the Utility service interference creating device(s) has (have) been corrected or eliminated.

C. The Utility shall postpone the disconnection of service for ten (10) days if, before the disconnection date specified in the disconnection notice, the customer provides the Utility with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to the health or safety of a designated person in the household of the customer. The postponement of disconnection, in the discretion of the Utility, may be continued for one additional ten (10) day period upon the provision of an additional medical statement.

Before utility service is disconnected, a past due notice with the date on which disconnection will occur and amount of reconnection fee will be mailed to the customer. The notice will also include the amount of the turn on charge to be collected at the main office before service is restored.

Utility representatives who are sent to disconnect service will make a reasonable attempt to identify themselves and tell a responsible person at the place receiving service that the service is being disconnected. Our representative will have enough information to give the reason for disconnection and the amount of any delinquent bill, and also ask for any available proof that the delinquent bill has been paid. If proof of payment satisfactory to the Utility representative is presented, service will not be disconnected. The Utility representative sent to disconnect service is not authorized to accept payment of a bill in order to prevent the service from being disconnected.

If the service is disconnected and the customer is not at the place of service, our representative will leave in a conspicuous place on the premises a notice that service has been disconnected giving the location and telephone number of the office where arrangements can be made to have service restored.

We will only disconnect service for nonpayment of bills during our normal business hours. In addition, we will not disconnect service for nonpayment after 12 noon of the day immediately proceeding any day when our office will be closed.

7. RECONNECTION OF SERVICE.

If utility service has been disconnected for nonpayment, the following will be required before service is reconnected:

- A. Payment of all bills owed (arrears and current) or arrangements to pay delinquent bills, and
- B. Payment of any required deposit, and
- C. Payment of reconnection charges (including bad check charges, if applicable).

We will restore service within one working day after all requirements

for the reconnection of services are met. Reconnection will be done only during office hours, and there will be no after hours reconnection.

8. NONSUFFICIENT FUNDS CHECKS.

For each check returned by any bank due to nonsufficient funds, the customer will be charged a fee to cover the costs of processing such a check. After receiving two nonsufficient checks in a period of six months, cash or money orders shall be used to pay the bill until customer's credit is established.

9. COMPLAINTS.

A utility customer may register a complaint about any matter pertaining to any utility service, including a deposit, disconnect notice, or bill before it becomes delinquent. The complaint may be in person at the main office or in writing, either by letter or by completing a form available from

We will investigate your complaint and notify you in person or in writing of our proposed disposition of the matter. No service will be disconnected for at least ten (10) days after the Utility mails this notice of disposition.

10. ELECTRIC AND WATER SERVICE SPECIFICATIONS.

All specifications on electric and water services for the Utility customers are available at the main office located at 24 N. Main Street, Bargersville. Indiana 46106. These specifications are also available on the Utility's website, and the website address is

www.townofbargersville.org.

Any relocation of Utility-owned facilities, including the meters on your premises or elsewhere, at your request or required by your actions, will be at your expense.

11. CUSTOMER OWNED FACILITIES.

The customer (and not the Utility) is the owner of part of the facilities used to supply utility services. For example, the customer owns the electric facilities between meter base and house or business, the water facilities between the outside of the pit and house or business, and the sanitary sewer facilities between the connection point of the main and the house or business. The Utility is not responsible for the inspection, maintenance and/or repair of customer owned facilities.

TOWN OF BARGERSVILLE P. O. BOX 420 BARGERSVILLE, INDIANA 46106

NOTICE

The Bargersville Water Company with the approval of the Indiana State Board of Health is now installing check valves on all water services.

This is to prevent backflows due to high water temperature some new appliances require. The water pressure caused by high temperature when the water is heated, results in the pressure relief valve operating. If the pressure relief valve does not operate properly, the water pressure could raise to al level that might cause damage to some appliances.

To alleviate this problem the Water

Company recommends that all water heaters have an expansion tank installed on them.

The Water Company also recommends the use of a pressure-reducing valve where the pressure exceeds 80 P.S.I. Pressure – reducing valves can be supplied at owner's request.

MANAGEMENT







Bargersville Utilities is now accepting Credit Cards!
We accept Visa, MasterCard, and Discover.

Did you know you could pay your bill on-line?
Just visit
www.townofbargersville.org and click on the "pay my bill on-line"

We also can accept these credit cards at the front desk but payments are still subject to our credit-processing fee charged by our secure site credit vendor. The current fee is 3.25% of your bill

Welcome to Bargersville Utilities



TOWN OF BARGERSVILLE ELECTRIC WATER WORKS SANITATION DEPARTMENT

P.O. BOX 420 24 North Main Street Bargersville, IN 46106

Phone: 317 422-5115 Fax Number: 317 422-5117

Please keep this brochure for future reference.

Utility Office hours:
April - September
7:00 - 3:30
October - March
8:00 - 4:30
Closed for Lunch from
11:30 - 12:30

Staff Directory

Dial 422-5115 and push the extension number

Receptionist	x 0
Utility Billing Supervisor	x 127
Clerk – Treasurer	x 102
Utility Superintendent	x 121
Utility Controller	x 130
Director of Development	x 101
Planning Commission	x 104
Vendor Inquiries	x 131
Storm Water Secretary	x 120
Inspector	x 122
Storm Water Hotline	x124
Redevelopment Commission	x 120
GIS, Mapping & Plan Review	x 123
Water Supervisor	x 143
Electric Supervisor	x 142
Waste Water Supervisor	x 145
Street Dept. Supervisor	x 146
Dial direct for the	
Water Treatment Plant	881-9983