

RAYTOWN WATER COMPANY
APPLICATION FOR BUDGET BILLING & ACH

Account #: _____

Service Address: _____

Start Date: _____

Primary Account Holder:

Name: _____ SSN: _____

DOB: _____ DL State & #: _____

Home Phone: _____ Cell Phone: _____

E-mail Address: _____

Employer Name: _____

Employer Address: _____

Phone: _____

REASON:

SSI _____ Date paid each month: _____

FIXED INCOME: IE (MONTHLY Income TEACHER) _____ Date Paid each month: _____

Attach copy of last pay-stub or letter from SSI as applicable.

Would you like to receive notice of your new bill via e-mail (e-bill) instead of paper?

Yes _____ No _____ Both _____

Application does not mean automatic acceptance by Company

Terms and Conditions:

DESCRIPTION: This budget billing calculation (Budget Billing) or commonly referred to as a level payment plan is designed so that, to the extent possible, each of a subscribing customer's bills over a twelve-month period, from January to December will be the same amount. This Budget Billing plan amount is based on historical billings, as adjusted to reflect expected prices and usage, and is reviewed twice each year and, if necessary adjusted at that time for over collections or under-collections. In special circumstances, such a significant rate changes or abnormal weather, additional review and, if necessary, adjustments will be allowed.

AVAILABILITY: The Budget Billing plan is available to customers who qualify to receive service under Rule 2 Residential Application for Service:

- Homeowner and Renters must have 15 month of consecutive satisfactory pay history with Company and no disconnects or have a security deposit equal to two times the highest bill for the property.

At Company's option, Residential customers, based on usage patterns and payment history, may be allowed to participate in the Budget Billing plan under the same conditions. To qualify, the Company's Customer Service Department must receive a request to be placed on the plan by completing an application and have a checking and/or savings account which automatic payment which may be drawn on the due date of the bill.

The customer must not have been disqualified by the provisions from being on the plan and the customer must have been in compliance with the General Terms and Conditions as approved by the Commission.

To qualify for the Budget Billing plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

CALCULATIONS: The monthly Budget Billing plan billing for service shall be based on actual billings during the most recent available 15-month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 15 months of billing history at the same service location, the Budget Billing plan billing may be based on the most recent 12 month period at the same location, as adjusted to reflect expected prices and usage based on typical weather. If there are fewer than 12 months of history for the premise, or upon bills of similar residential units in the same area, as adjusted to reflect expected prices, and usage based on typical weather.

PAYMENT CRITERIA: Budget Billing plan billings become due and payable as stated thereon. For ACH Customers, payments are to be automatically drawn from the customer account on the due date of the bill. Failure to provide sufficient balance in the

customer bank account to cover the monthly Budget Billing amount within the time stated on the bill may be cause for discontinuance by the Company of the customers' participation in the Budget Bill plan. The election to receive service under this plan shall not

modify or revoke the provisions of these General Terms and Conditions for water service concerning delayed payment charges and disconnection for non-payment.

Failure to make satisfactory payment by the due date of the bill will cancel the Budget Billing plan and full balance on account if applicable will be due upon notice.

SETTLEMENT BALANCE: Billings to customers participating in the Budget Billing plan will show the amount owed to the Company ("undercollection") or the amount owed to the customer ("overcollection") based on the accumulated dollar amounts paid to date under the Budget bill plan as compared to the accumulated dollar amount accrued based on actual usage and rates.

BILLING ADJUSTMENTS: The accounts participating in the Budget Billing plan will be reviewed in February and July of each year, with any changes appearing on the bill in March and August. Budget billing accounts may also be reviewed and changed at other times if circumstances warrant.

The February review of accounts participating in the Budget Bill shall be handled as follows:

- A. If the February settlement balance results in an undercollection from the customer and is less than or equal to the monthly Budget Bill plan amount, the Budget Bill plan amount is the amount due to the Company and will be included in computing the next plan year's monthly Budget Bill plan billing effect with the March bill.
- B. If the February settlement balance results in an undercollection from the customer which is greater than the monthly Budget Bill plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan year's monthly Budget Bill plan billing effect with the March bill.

If the February settlement balance results in an overcollection from the customer, the overcollection will be transferred to the customer's account balance or upon written request, be refunded. The July review of accounts participating in the Budget Bill shall be handled as follows:

- A. If the July settlement balance results in an undercollection from the customer and is less than or equal to the monthly Budget Bill plan amount, the Budget Bill plan amount is the amount due to the Company and will be included in computing the next plan year's monthly Budget Bill plan billing effect with the August bill.
- B. If the July settlement balance results in an undercollection from the customer which is greater than the monthly Budget Bill plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan year's monthly Budget Bill plan billing effect with the August bill.
- C. If the July settlement balance results in an overcollection from the customer, the overcollection will be transferred to the customer's account balance or upon written request, be refunded.

INTEREST: No interest shall be due form the customer or payable to the customer on the difference between the accumulated dollars accrued based on actual usage and rates and the amounts paid to date under the Budget Bill plan.

TERMINATION AND DISCONTINUANCE: A customer may be removed from the Budget Bill plan for any of the following reasons:

- The customer fails to have sufficient funds available in the bank account for automatic withdraw by the Company for a period of 2 billing periods while enrolled in the plan, the customer will be automatically removed from the plan.
- Service to the customer is discontinued pursuant Rule 14
- The customer request termination of the plan.

I/We understand that The Raytown Water Company (The Company) operates under jurisdiction of the Missouri Public Service Commission (MPSC), their rules, regulations and tariffs of The Company (as approved and on file with MPSC) and that a copy will be provided to me at my request.

Signature: _____

Date: _____

**ATTACH SCREEN PRINT OF CUSTOMER ACCOUNT WITH BUDGET BILL
CALCULATION INFORMATION**

Application for Automatic Payment (ACH) 4/06

Account Number: _____ **Service Address:** _____

I (we) hereby authorize Raytown Water Company to draft my (our) account referenced on the attached voided check or savings deposit slip on the **DUE DATE** of the month and for the amount stated on the monthly billing statement. I (We) also understand and agree to the following:

I (We) will continue making our payments to Raytown Water Company until notification is received of the first month and day my draft will be effective.

This authorization form must be COMPLETED, SIGNED AND RETURNED with a **BLANK and VOIDED** check or savings deposit slip to:

**Raytown Water Company
Attn: Accounting Dept
9820 E. 63rd Street
Raytown, MO 64133**

A 30 (THIRTY) DAY WRITTEN NOTIFICATION IS REQUIRED IF I (WE) DECIDE TO DISCONTINUE DRAFTING OR CHANGE THE ACCOUNT FROM WHICH PAYMENTS ARE TO BE DRAFTED.

I (we) understand that the monthly payment amount may change and I (we) will be notified of the amount in advance and agree that Raytown Water Company may continue to draft my (our) account for the new amount.

I (We) may be terminated from this program if the draft is returned because my account has insufficient funds or is otherwise dishonored. I (We) will promptly send Raytown Water Company the payment amount plus late charges and any penalties assessed under my account.

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_____ Bank Name	_____ Name 1 on Water Account Print	_____ Name 2 on Water Account Print
_____ Bank Telephone No	_____ Signature	_____ Signature
	_____ Date	_____ Date
_____ Bank Routing No.	_____ Bank Account No.	_____ Daytime Phone No.

DRAFT (CIRCLE ONE) SAVINGS or CHECKING

Rule 2: Application for Service

- A. Service connection will be made, and water will be furnished upon written application (see exhibits B B1 & B2) by the prospective customer(s).
- B. Application is subject to review for past due balance incurred by the customer within the Company's service area. Any past due and/or unpaid balance and all associated collection fees will need to be paid in full in the form of certified funds prior to new water service being turned on.
- C. The application for service shall state clearly the class, scope, and type of use to be made of the service as well as the purpose for which it will be used. New Service connections cannot be completed until a main is directly adjacent to or on the other side of the street of the property to be served by a line perpendicular from the point on the main to a point on the building. If an available water main does not exist, then Rule 17, Extension of Water Mains shall apply.
- D. The application and these rules and regulations constitute the contract between the customer and the Company; and each customer by accepting of water, agrees to be bound thereby. Rates applicable to customers under the tariff provision and may change periodically, subject to approval.

A new application must be made to, and approved by, the Company upon any change in the identity of the contracting customer at a property or in the service as described in the application.

But if a customer is taking service and has not completed a proper application for water service, then the Company may, upon proper notice as provided by these rules, discontinue water service until such new and proper application has been made and approved.

- E. Customer service shall be provided and paid for by the customer for a term of not less than one day, except in the case of contracts accompanying a petition for an extension of water main pipeline, in which case contracts for a term of two years must accompany the petition.
- F. Customers supplied with water by the Company will not be permitted to use water for any other purpose than as stated in the contract/application
- G. Each meter installed on a separate service line shall be considered as a separate customer and shall be billed as a separate customer, unless such additional meter installation is required by the Company for its own convenience in measuring the amount taken, and shall be subject to the provisions of this Rule in its entirety.
- H. Where water is currently being supplied to several parties in apartments, offices or stores, all located in a single building and supplied through one service, the Company will contract with only one party for the supply and that party shall be responsible to the Company for the payment of the water bills.

*[This is for existing service only. All new construction/service must be on separate service and meters to each living unit.]

Rule 13: Discontinuance of Service by Company**A. Discontinuance – (General)**

1. Discontinuance of water service for violation of the Company's rules and regulations or for non-payment of a water bill is subject to the Commission's Rules and Regulations contained in 4 CSR 240-13.050.
2. For violation of any of the rules and regulations of the Company by the customer, or for nonpayment of water bills, the right is reserved by the Company, after due notice has been given, to discontinue service, refunding to the customer, all sums paid in advance of consumption that have not been earned by the Company.
3. In order to have service restored, customer is required to make payment in full for the entire bill in addition to applicable charges. Acceptable forms of payment include cash (in Company office only), money order, cashier's check, or credit/debit card¹ only.
4. If it is necessary to make a shut-off at the corporation cock or disconnect the service line from the main, a charge equivalent to the actual cost of material and labor will be charged for renewal of service. Every effort will be made to work with the customer to prevent disconnection at the corporation cock.
5. If account remains unpaid and meter remains off and locked for thirty-one (31) or more days and property is vacant, the account will be closed and a final bill will be issued.
6. When the property is found to be occupied by someone new and an application for service has not been received, the Company may discontinue service by giving no less than twenty-four (24) hours written notice to the customer.

B. Discontinuance of Water due to Collection for City of Raytown Sewer Bill

1. The Company shall discontinue water service for non-payment of a sewer bill issued by a sewer utility requesting discontinuance of water service by the terms of an authorized agreement between the Company and such sewer utility. When water service is discontinued for this reason, any service charges for turn on/off or disconnection/reconnection within these rules shall not apply, and notice to the customer shall be provided by rules and procedure applicable to the customer's sewer service in lieu of notification required by these rules. Customer is responsible to pay the City of Raytown for all assessed fees related to collection of their sewer account. The Company is bound by contract with the City of Raytown and will only restore water service after receiving written release from the City of Raytown, giving directive to restore water service to the customer.

¹ All debit cards are processed as Credit.

Rule 17: Budget Billing

- A. **DESCRIPTION:** This budget billing calculation (Budget Billing) or commonly referred to as a level payment plan and is designed so that, to the extent possible, each of a subscribing customer's bills over a twelve-month period, from January to December will be the same amount. This Budget Billing plan amount is based on historical billings, and adjusted to reflect expected prices and usage, and is reviewed twice each year and, if necessary adjusted at that time for over-collections or under-collections
- B. **AVAILABILITY;** The Budget Billing plan is available to customers who qualify to receive service under Rule No. 2- Application for Service, and complete a Budget Billing application. All Budget Billing applications are reviewed and subject to rejection.
- C. The customer must not have been disqualified by the provisions from being on the plan previously and must have been in compliance with the General Terms and Conditions as approved by the Commission.
- D. **CALCULATIONS:** The monthly Budget Billing plan billing for service shall be based on actual billings during the most recent available twelve (12) month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 12 months of billing history at the same service location, the Budget Billing plan billing may be based on the most recent twelve (12) month period at the same location, as adjusted to reflect expected prices and usage based on typical weather. If there are fewer than twelve (12) months of history for the premise, the Budget Billing plan will be based upon bills of similar residential units in the same area.
- E. **PAYMENT CRITERIA:** Budget Billing plan billings become due and payable as stated thereon.
- F. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for water service concerning delayed payment charges and disconnection for non-payment.
- G. **SETTLEMENT BALANCE:** Billings to customers participating in the Budget Billing plan will show the amount owed to the Company ("undercollection") or the amount owed to the customer ("overcollection") based on the accumulated dollar amounts paid to date under the Budget billing plan as compared to the accumulated dollar amount accrued based on actual usage and rates.
- H. **BILLING ADJUSTMENTS:** The accounts participating in the Budget Billing plan will be reviewed in February and July of each year, with any changes appearing on the bill in March and August. Budget billing accounts may also be reviewed and changed at other times if circumstances warrant.
- I. The February review of accounts participating in the Budget Billing shall be handled as follows:
1. If the February settlement balance results in an undercollection from the customer and is less than or equal to the monthly Budget Billing plan amount, the Budget Billing plan amount is the amount due to the Company and will be included in computing the next semi-annual monthly Budget Billing plan effective with the March bill.

2. If the February settlement balance results in an undercollection from the customer which is greater than the monthly Budget Billing plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan semi-annual monthly Budget Billing plan effective with the March bill.
 3. If the February settlement balance results in an overcollection from the customer, the overcollection will be applied to the customer's account.
 4. Whether the February settlement balance results in an undercollection or an overcollection, all customers will be mailed a March billing statement informing the customer of the status of their account.
- J. The July review of accounts participating in the Budget Billing shall be handled as follows:
1. If the July settlement balance results in an undercollection from the customer and is less than or equal to the monthly Budget Billing plan amount, the Budget Billing plan amount is the amount due to the Company and will be included in computing the next plan semi-annual monthly Budget Bill plan effective with the August bill.
 2. If the July settlement balance results in an undercollection from the customer which is greater than the monthly Budget Billing plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan semi-annual monthly Budget Billing plan effective with the August bill.
 3. If the July settlement balance results in an overcollection from the customer, the overcollection will be applied to the customer's account.
 4. Whether the July settlement balance results in an undercollection or an overcollection, all customers will be mailed an August billing statement informing the customer of the status of their accounts.
- K. **INTEREST:** No interest shall be due to or from the customer on the difference between the accumulated dollars accrued based on actual usage and rates and the amounts paid to date under the Budget Billing plan.
- L. **TERMINATION AND DISCONTINUANCE:** A customer may be removed from the Budget Billing plan for any of the following reasons:
1. Service to the customer is discontinued pursuant to Rule 14,
 2. The customer requests termination of the plan, or
 3. Violation of any rules in the tariff.
- M. If any customer in the plan shall cease, for any reason, to participate in the plan, then the Company may require payment in full of any outstanding balance prior to being reinstated on the plan.
- N. The customer may be required to bring the account to the current balance upon termination of discontinuance of the Budget Billing plan. Any amount owed to the customer upon termination or discontinuance of the Budget Billing plan, the amount will be applied to the customers account balance.