

ACCT# _____

MAKE A PAYMENT 24/7 @

WWW.CITYOFSOMERSET.COM

1-866-541-4172

CITY OF SOMERSET UTILITIES

RULES AND GUIDELINES OF SERVICE

SERVICES: WT: ___ SW: ___ GAS: ___ SANIT: ___

UTILITIES PHONE #: (606)679-6366

SANITATION PHONE #: (606)679-1107

1ST BILL: 30TH

DUE DATE: 15TH

(SAME EVERY MONTH AFTER)

APPT TIME: _____

1. The City of Somerset (Utilities) will supply the subscriber/customer with gas and/or water only through the meter or meters furnished and owned by The City of Somerset.
2. Customer fees for utility services are due when beginning service with The City of Somerset Utilities, and are as follows:
Residential service.....\$60.00 per water meter/ \$60.00 per gas meter
Commercial/Business.....\$100.00 per water meter/\$100.00 per gas meter
These charges are NON-REFUNDABLE AND NON-TRANSFERABLE.
3. Upon beginning a new service with the City of Somerset Utilities an appointment will be made in the office with Customer Service. This appointment will be to meet the service person at said property to ensure water/gas is working properly when utilities are turned on at the meter(s). If the customer is not at the property to meet the service person at the designated appointment time and a second appointment must be made, a \$30.00 service fee will be billed for each service. If a third appointment is necessary due to "no show" a service fee of \$60.00 per service will be billed.
4. For the customer's convenience The City of Somerset accepts cash, credit cards and checks for payments of normal services. The city can automatically draft the customer's utility payment directly from their checking account each month. This draft will debit from the customer's account on the due date of said bill. However, if the City of Somerset receives a return check or bank draft, there will be a \$25.00 fee added to the utility account. If a customer has 3 returned checks or drafts returned in a 12-month time frame the customer will no longer be given the courtesy of paying by check or bank draft.
5. The City of Somerset is not responsible for bills lost or undelivered by the postal service. The customer understands they are responsible for payment of services **EVERY MONTH** even in the event when a billing statement is not received.
6. Payment is due by the 15th of every month. Penalties will be added to all accounts with an unpaid balance on the 20th of each month. Disconnection/Past Due notices will be mailed on the 16th of every month. However, the City of Somerset is not responsible for lost or undelivered mail by the postal service.
7. If the balance on said services is not paid **BEFORE 4:00PM** on the 25th of the month, a non-payment of service fee no greater than \$60.00 will be added to the account. The customer will be responsible to pay the balance including the non-payment of service fee via cash, debit, or credit only. All accounts owing a balance on the 26th of the month will have their services disconnected at the meter until the account is brought to a zero balance. If payment is made through any of our online outlets it is the **CUSTOMERS RESPONSIBILITY** to call the office for reinstatement of service. All payments will be verified before reinstatement. Once the balance and fees are paid in full, services will be reinstated. Any balance and non-payment of service fees not paid **PRIOR** to 3:00pm, will not have services reinstated until the next business day. The City of Somerset does have up to 24 hours to reinstate the disconnected services after payment.
8. It is understood that all rates are subject to change, and gas for industrial purposes will be furnished only when, and if The City of Somerset is able to secure the same.
9. Gas and/or water service may be discontinued **WITHOUT** notice on any bills not paid on or before ten days after the billing date.
10. The subscriber agrees to ensure The City of Somerset and its authorized agents against any injury caused by his negligence or carelessness, the negligence or carelessness of his agents' employees, any member of his household, or any person on these premises under or by authority of his consent or his sufferance.
11. All applications for services and the notices to discontinue the service must be in writing to The City of Somerset at its office. The customer will be held responsible for all services consumed until such written notice is received, signed, and dated, and forty-eight hours' time shall be allowed to take the final reading(s) of the meter.
12. The City of Somerset shall not be liable for damages caused by its failure to deliver services, where such failure results from causes beyond the power of The City of Somerset to foresee and control.

13. The City of Somerset’s authorized agents are to have access to the meter and pipes at all reasonable times. This action is to ensure the meters are kept in proper condition, to ascertain the quantity of gas and/or water consumed, and to stop the supply of gas and/or water for non-payment of any services for which The City of Somerset may deem sufficient. These agents are hereby authorized to enter the property for any such purpose, or for the purpose of removing the meter or any other property belonging to The City of Somerset. If City of Somerset’s Utility meters are repeatedly inaccessible due to the customers negligence the city does reserve the right to charge a monthly \$10.00 fee to their utility bill until the meter is again accessible. This includes but is not limited to; vicious dogs on property, locked gates, cars parked over meters, untrimmed hedges etc.
14. In case of removal of meter for any violation or non-compliance with any rule or regulation of The City of Somerset, a fee must be paid in advance for resetting a meter on the property of the Subscriber. Said fees could exceed \$500.00.
15. Subscriber agrees not to be in the meter box or tamper with the meter or service in any way. If said action does occur, and damages must be corrected, the subscriber **WILL BE** responsible for the cost of parts and labor to repair the said service. These costs will be added to utility billing and could in turn cause disconnection of service if not paid. Costs are as follows:

Setter or Service Valve	\$45.00
Broken Lock:	\$20.00
Collar	\$20.00
Meter Tampering	\$50.00
Service Fee	\$60.00
16. It is particularly agreed that the service pipe and any extension thereof; the meter, meter connections, fuel supply, or other pipe placed on said premises by or at the expense of The City of Somerset, shall belong to and be subject to removal by The City of Somerset.
17. **GAS CUSTOMERS ONLY!! NO FLAME SHALL BE TAKEN NEAR ANY ESCAPE OF GAS, AND AS AN ADDITIONAL PRECAUTION, THE GAS MUST BE SHUT OFF AT THE SERVICE OR METER BOX WHEN A LEAK OF GAS IS DISCOVERED.** The City of Somerset will NOT be responsible for any damages or loss which may arise from the escape of gas. The City of Somerset’s Gas Department is committed to ensuring that the Natural gas lines to your home or business remain safe and reliable. The City of Somerset’s Gas Department operates and maintains the Natural gas pipeline and facilities leading up to and including the gas meter of all residential and commercial customers. This maintenance includes regular inspections to ensure no leaks are present and the lines are in good condition. You (the customer) are responsible for all buried and above ground natural gas piping on your property that runs from the meter to the structure and other outside gas appliances as well as all piping within the structure. This is referred to as “customer piping” and must be maintained by you, the customer. If the customer piping is not properly maintained, corrosion and leaks can occur creating a hazardous condition. To keep your home or business safe, you should monitor and properly maintain the natural gas lines you own. Your customer piping should periodically be inspected for leaks. If the piping is metallic, it should also be inspected for corrosion. A licensed plumber or qualified technician can assist you with the inspection and maintenance of your customer piping. Any unsafe condition that is discovered should be repaired immediately. If excavation is required, remember to **call 811**, the national Call-Before-You-Dig number, to ensure that buried lines are located and marked prior to digging. When excavation is within 18 inches of a buried pipeline, the excavator is required to hand dig to avoid damage to the underground piping. The City of Somerset Gas Department is committed to the safe and reliable delivery of natural gas to your home or business. Please feel free to call The City of Somerset Gas Department if you have any questions or need additional information concerning you customer piping.

IMMEDIATE NOTICE MUST BE GIVEN TO THE OFFICE OF THE CITY OF SOMERSET IF ANY ESCAPING GAS, ODOR OF GAS OR ESCAPING WATER IS DISCOVERED. DURING OFFICE HOURS CALL 606-679-6366 AND IMMEDIATELY ADVISE THE SWITCHBOARD OF THE EMERGENCY. IF THE OFFICE IS CLOSED CALL 911.



I request and have paid fees to The City of Somerset Utilities to furnish service at:

_____.

I agree to receive and pay for service in accordance with The City of Somerset's rules and rates. I agree to provide The City of Somerset's authorized agents (employees), free and reasonable access to the above listed premises on which the water meter, and/or gas meter and other appliances controlling or regulating the supply are located. Furthermore, I acknowledge I have received a copy of The City of Somerset Utilities Rules and Guidelines of service and by signing below agree to abide by said rules.

Signature: _____ Date: _____