



Village of Monroeville
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GENERAL RULES & REGULATIONS COVERING THE FURNISHING OF UTILITY SERVICES TO MONROEVILLE'S UTILITY CONSUMERS

1. All service applications shall be in writing on the Utilities standard form and shall be made at the Village Administrative Office, hereinafter referred to as "Utility", accompanied by all applicable fees and/or deposits as specified. When accepted by the Utility, the application shall constitute a binding contract between the applicant and the Utility in conformance to these General Rules & Regulations.
2. Service is for the exclusive use of the consumer: Electricity supplied by the Utility is for the exclusive use of the consumer on the premises to which such energy is delivered by the utility. Service shall not be shared with another, sold to another, or transmitted off the premises. If this restriction is violated, the Utility reserves the right to discontinue service without notice.
3. All bills are due and payable when rendered ON OR BEFORE THE 10TH OF EACH MONTH. If all accounts of consumers are not paid, the gross rates are payable.
4. Bills are payable in person by cash, check, or credit/debit card at the main office of the Utility, via mail, or online, on or before the date specified on the bill. FAILURE TO RECEIVE THE BILL OR THE EXISTENCE OF A CONSUMER DEPOSIT WILL NOT ENTITLE THE CONSUMER TO ANY DISCOUNT OR TO THE REMISSION OF ANY CHARGE FOR NON-PAYMENT WITHIN THE DATE OF THE TIME LIMIT SPECIFIED.
5. Utility reserves the right to require a suitable Deposit to secure the consumer's account **before** the service is initially established or connected. Utility reserves the right to require an additional Deposit if Consumer's past record of payment on accounts and/or electrical power usage indicates that such deposit is required to assure payment from Consumer. Utility reserves the right to charge a Shut Off Deposit for disconnection of utilities due to non-payment of the utility bill.
6. Deposits made by the consumer to secure payment of bills shall in no way affect the terms of the payment of the applicable rate scheduled, and all bills must be paid within the stated time limit for the net rates set forth. Upon discontinuance of service, any remaining deposit(s) over any indebtedness owed to the Utility shall be refunded to the consumer.

7. Consumers who intend to move from the premises or discontinue the use of the utility or in any way terminate their liability hereunder shall give the Utility reasonable notice of such intention. The consumer will be liable by the laws of this State, for all utilities used upon the premises until such notice is given and the Utility has or have furnished the final meter readings and/or service has been disconnected.
8. Deposits may be held for the term of service rendered by the Utility to the consumer.
9. Utility shall have a reasonable time in which to read, removed, or disconnect the service, and/or meters after receiving notice from the consumer. The Utility shall ascertain that all obligations of the consumer (including all accounts due to the Utility by the consumer) have been settled in full before the return of any deposits by the Utility to the consumer.
10. Utility reserves the right to discontinue the supply of electrical energy and disconnect its service, and/or remove its equipment and facilities from the consumer's premises when the consumer is in arrears in the payment of bills or fails to comply with any of these rules and regulations.
11. Utility reserves the right to require additional charges for the special services performed during normal work hours, including services for transfer of accounts, reconnection or disconnection of service, and return of Consumer's check by the bank and/or insufficient funds for automatic withdrawal. Specifically, the Utility charges \$40.00 for disconnect/reconnect services for non-payment of a bill, and a \$30.00 fee when a consumer's check is returned by the bank, and/or automatic withdrawal cannot be completed because of insufficient funds.
12. **MAIL RECEPTACLE REQUIRED** Utility requires a valid mail receptacle at all times, such as a post office box or a route delivery box. Utility reserves the right to deny or discontinue services if a valid mail receptacle is not provided or maintained. When consumers intend to relocate, the Utility reserves the right to require a valid forwarding address for the refund of any remaining Utility Deposit.