



WATER SERVICE RULES

FOR

GREENFIELD MUNICIPAL UTILITIES

GREENFIELD, IA 50849

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Table of Contents

DIVISION I			
STATEMENT OF OPERATIONS			PAGE
Section 1.1	Purpose		1
Section 1.2	Applicability		1
Section 1.3	Definitions		1-2
DIVISION II			
SERVICE CHARACTERISTICS			
Section 2.1	Service Characteristics		2
	Section 2.1(2)	Point of Delivery	3
Section 2.2	Engineering Practices		3
Section 2.3	Special Conditions of Service		3-4
	Section 2.4(1)	Application for Service	4
	Section 2.4(2)	Right of Access	4
	Section 2.4(3)	Interruption of Service	4
	Section 2.4(4)	Notice of Trouble	4
	Section 2.4(5)	Notice of Scheduled Service Interruptions	4
	Section 2.4(6)	Relocation of Service	5
	Section 2.4(7)	Locating Underground Utilities	5-6
Section 2.4	Class of Service for Application of Rates		6
Section 2.5	Meter Installations		6-7
	Section 2.7(1)	Individual Metering	7
	Section 2.7(2)	Special Metering Installations	7
	Section 2.7(3)	Meter Register	7
	Section 2.7(4)	Meter Testing	7
	Section 2.7(5)	Meter Location	7
DIVISION III			
CUSTOMER RELATIONS			
Section 3.1	Application for Service		8
Section 3.2	Customer Deposits		8
	Section 3.2(1)	Customer Deposit Policy	8
	Section 3.2(2)	Customer Deposit Calculation Criteria	8
	Section 3.2(3)	Customer Deposit Records	8

	Section 3.2(4)	Unclaimed Customer Deposits	8
	Section 3.2(5)	Refund of Customer Deposits	9
Section 3.3	Billing Information		9
	Section 3.3(1)	Billing Forms	9
	Section 3.3(2)	Customer Payments	9-10
	Section 3.3(3)	Returned Payments	10
	Section 3.3(4)	Late Payment Penalties	10
	Section 3.3(5)	Partial Payments	10
	Section 3.3(6)	Reasonable Agreement to Pay	10-11
	Section 3.3(7)	Temporary Disconnections	11
Section 3.4	Meter Reading		11
	Section 3.4(1)	Customer Requested Meter Tests	11
	Section 3.4(2)	Error and Determination of Adjustment	11-12
	Section 3.4(3)	Refunds for Meter Error	12
	Section 3.4(4)	Back Billing for Meter Error	12
	Section 3.4(5)	Adjustment of Bills – No Meter Error	12
Section 3.5	Refusal of Disconnection of Service for Cause Other than Non-Payment		13
Section 3.6	Refusal or Disconnection of Service for Non-Payment		13
	Section 3.6(1)	Procedure for Discontinuance for Non-Payment	13-14
	Section 3.6(2)	Health of a Resident	14
	Section 3.6(3)	Disputed Bill	15
	Section 3.6(4)	Abnormal Water Consumption	15
	Section 3.6(5)	Deployment	15
	Section 3.6(6)	Fees Associated with Disconnection and Reconnection	15
Section 3.7	Insufficient Reason for Denying Service		16
Section 3.8	Service Calls		16
Section 3.9	Customer Obligations		16
	Section 3.9(1)	Damage to Utility Facilities	16-17
	Section 3.9(2)	Customer Premises	17
	Section 3.9(3)	Termination Notice by Customer	17
Section 3.10	Customer Communication		17
	Section 3.10(1)	Customer Service Representatives	17
	Section 3.10(2)	Customer Telephone Procedures	17
	Section 3.10(3)	Customer Complaint Procedures	17-18

EXHIBITS	
A. Resolution Adopting Service Rules	
B. Service Charges (other than rates)	
C. Copy of Current Rates	
D. Application for Service	
E. Extension Policy	
F. Service Classifications	
G. Equipment Standards	
H. Pressure Reducer Letter	
I. New Service or Relocation of Service Expectations	
J. GMU Disconnection Policy	
K. Resolution #10.12 – Replacement of Galvanized Service Line Policy	
L. Customer Deposit Policy	
M. Water Service Ownership Examples	

DIVISION I – STATEMENT OF OPERATION

Section 1.1 Purpose

These service rules have been adopted by the Board of Trustees of Greenfield Municipal Utilities. The rules are subject to change from time to time to ensure safe and efficient service in compliance with applicable laws and regulations.

Section 1.2 Applicability

These service rules are intended to broadly govern the operation of the municipal water utility. Where a rule cannot be reasonably applied to a specific situation, the Board of Trustees reserves the right to act in an adjudicative capacity to resolve such conflicts.

Rates and charges are not included in these service rules. References to rates or charges and certain other terms and conditions of service "adopted by the Board of Trustees" are shown in Exhibits B and C.

Certain aspects of municipal utility operations are regulated by the Utilities Division of the Iowa Department of Commerce. Unless a statute specifically provides for regulation of municipally owned utilities, regulatory authority is limited to those statutes referenced in section 476.1B of the Code of Iowa.

Section 1.3 Definitions

Unless another meaning is specifically indicated, when used in these rules:

- a. "Applicant" means a person, partnership, association, firm, public or private corporation or governmental agency or legal entity, applying to the Municipal Utility for service.
- b. "Billing Period" means the normal period of time during which the customer's usage is accumulated for billing.
- c. "Board of Trustees" means the governing board established under Chapter 388, Code of Iowa.
- d. "Commercial" means all non-residential use of water.
- e. "Complaint" means a written statement or question by anyone, whether a municipal utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or utility obligation. The utility may require that complaints be in writing.
- f. "Contract" means any claim, account or demand against, or agreement with, the Municipal Utility, express or implied.
- g. "Contractor" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity working for the customer.

- h. "Customer" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity directly benefiting from water service from the water utility. In the case of a residence, customer also means other adult persons occupying the residence, which means they are receiving benefit from the water service.
- i. "Delinquent or delinquency" means an account for which a service bill or service payment has not been paid in full on or before the last date for timely payment.
- j. "Easement" means the right to use the land of another for a special purpose.
- k. "Governing Body" means that body charged with setting policy of the Municipal Utility, or the Board of Trustees.
- l. "IAC" means the Iowa Administrative Code, as amended, and is used in the designating references within the Code.
- m. "Meter" means a device that measures and registers the consumption of water used.
- n. "Municipal Utility" means the entity charged with the operation of the water utility.
- o. "Premises" means a tract of land, building, part of a building or facility to which water service is provided.
- p. "Residential" means primary use of water is for residential purpose.
- q. "Right-of-way" means a situation in which although a parcel of land has a specific private owner; some other party or the public at large has a legal right to traverse that land in some specified manner. The term likewise refers to the land subject to such a right.
- r. "Timely Payment" means a payment on a customer's account made on or before the date shown on a current bill for service, or on a form which records an agreement between the customer and the Municipal Utility for a series of partial payments to settle a delinquent account, as the date which determines application of a late payment charge to the current bill or future collection efforts.
- s. "Utility" means Greenfield Municipal Utilities.

DIVISION II – SERVICE CHARACTERISTICS

Section 2.1 Service Characteristics

The Municipal Utility shall maintain at its expense that portion of the service line from the main to the utility side curbstop nut (or master meter location in the case of a privately owned rural service line). The necessary tap, fittings, pipe and curb stop with riser will be installed at the customers expense (as shown in Exhibit I as close to the property line as feasibly possible to the utility's specifications. The customer shall install and maintain at its expense that portion of the service line from said curbstop (or master meter location) to his premises. All service lines shall be sized by utility and installed at a depth

of five (5) feet. Service lines under the size of two (2) inch shall be constructed of type "k" copper or copper tube sized plastic with tracer wire from the main to the meter. GMU prefers the tracer wire to be above ground at the curbstop and grounded at the house and/or water main. Service lines of two (2) inch and larger may be constructed of other materials, as approved by Utility Management, with a minimum rating of 200 PSI and provisions for locating.

Section 2.2 Engineering Practices

Facilities of the Municipal Utility shall be constructed, installed, maintained, and operated in accordance with AWWA standards to assure, as far as reasonably possible, continuity of service and safety of persons and property. However, the utility shall not be held liable in actions arising from interruptions or fluctuations in service.

The Municipal Utility shall make all reasonable efforts to eliminate interruption of service, and when such interruptions occur will endeavor to reestablish service with the shortest possible delay. Whenever the service is interrupted for the purpose of working on the water system, all customers will be notified in advance, whenever possible and practical to do so.

The Municipal Utility shall in no event be held responsible for any claims made against it by reason of the breaking of any mains or service pipe, or by reason of any other interruption caused by the malfunction of equipment or stoppage for necessary repairs; and no person shall be entitled to damages nor refund of payment for any interruption of service deemed necessary by the utility.

Due to the elevation changes in the water service area some customer may experience higher than normal water pressures, primarily in the areas at or below an elevation of 1260 feet. Also customers within one thousand (1,000) feet of the water treatment plant may experience swings in their pressure of twenty (20) to thirty (30) PSI. The Municipal Utility shall make a reasonable effort to notify new customers to these areas to point out the problems with the higher and fluctuating pressures. No person or customer shall be entitled to any payment for damages caused by the higher and/or fluctuating pressures. Pressure regulators may be installed by the customer to protect against high pressure damage. (Exhibit H – Pressure Regulator Customer Letter)

Section 2.3 Special Conditions of Service

Except for facilities defined in section 2.1 of these rules as a responsibility of the utility, the customer shall be responsible for all pipes and plumbing equipment on their premises. The installation and maintenance of customer facilities shall be consistent with standards imposed by the state plumbing code of Iowa and/or the Iowa Department of Natural Resources.

The customer's facilities shall be subject to inspection by the utility during normal working hours. No inspection or approval of a customer's compliance with this section by the utility or other agent of the municipal government shall be construed to impose any duty or liability on the utility, but shall be considered solely for the purpose of ensuring protection of the utility's property and continuity of service to customers of the utility.

Section 2.3(1) Application for Service

To initiate a request for a new service, you may stop in the Municipal Utilities office to complete a Service Application. If you are unable to stop in the office, you may call the office to have a Service Application mailed or emailed to you. Service applications are also available on our website to be printed.

Request for service should be made in advance of the date that service will be required. All matters pertaining to the use of water service should be discussed with a Municipal Utility representative at that time. Customers/contractors should contact the Municipal Utility about each installation as early as possible to provide time for necessary job checking, scheduling, proper coordination, and preparation for any necessary contract and billing arrangements. Close coordination between the Municipal Utility and the customer/contractor is necessary throughout the planning and construction stages.

This communication merely provides general guidelines and does not attempt to document all the detailed information required by both the customer/contractor and the Municipal Utility during construction.

Section 2.3(2) Right of Access

The Municipal Utility identified employees or designated representatives shall have access to customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to the Municipal Utility.

Section 2.3(3) Interruption of Service

The Municipal Utility will use reasonable diligence in supplying water service, but shall not be liable in the event of, or for loss, injury, or damage to persons or property resulting from interruptions in service, acts of God, or otherwise unsatisfactory service, whether or not caused by negligence.

Section 2.3(4) Notice of Trouble

Customer shall notify the Municipal Utility immediately should service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of water. All outages will be repaired by the Municipal Utility as quickly as possible. When the Municipal Utility responds to a trouble call placed by the customer and the trouble is not with the Municipal Utilities supplied equipment, but is caused by a failure of the customer's equipment, a service call charge may be billed to customer. Municipal Utility employees are not allowed to make repairs to customer owned facilities or equipment.

Section 2.3(5) Notice of Scheduled Service Interruptions

The Municipal Utility will make a reasonable effort to notify all customers affected by planned water interruption to allow sufficient time for the customers to take appropriate action. Notice may be given by telephone, direct mail, door posting, in person, newspaper, radio, or a combination of any of the above.

When personal notice is given, a reasonable effort to reach all the affected customers should be made. Adequate notice shall contain:

1. Greenfield Municipal Utilities name
2. Area affected
3. Date
4. Time
5. Expected duration of service interruption
6. Alternate date

Section 2.3(6) Relocation of Service

Customers who are planning to build over the existing water line(s) need to contact the Municipal Utility prior to building. Arrangements need to be made to have the water line(s) relocated by the customer or contractor.

The customer and/or their plumber will dig in the line and expose the water main. The Municipal Utility will provide the material for the service line along with a curbstop and riser at the customers expense. When the line is ready to be connected to the water main, the Municipal Utility will tap the main and make the connection at the customer expense as shown in Exhibit I. Disconnected water service lines not to be used in the next twelve (12) months must be disconnected at the water main at the customers expense.

Section 2.3(7) Locating Underground Utilities









Iowa law requires that any person, homeowner, professional, public or private entity, planning to engage in any form of excavation within the state of Iowa, must notify the Iowa One Call notification system, Dial 811 or 1-800-292-8989, at least 48 hours prior to excavating.

The Iowa One Call notification system is a free call and a free service to all persons planning an excavation within the state of Iowa. The required 48 hours advance notice does not include Saturdays, Sundays or observed holidays.

Iowa One Call is a non-profit organization funded by the owners and operators of underground facilities who are required by law to belong to the system.

Underground Utility Markings Meanings

American Public Works Association Utility Location & Coordination Council Uniform Color Code:

	Red: Electric Power Lines, Cables, Conduit and Lighting Cables
	Yellow: Gas, Oil, Steam, Petroleum or Gaseous Materials
	Orange: Communication, Alarm or Signal Lines, Cables or Conduit
	Blue: Water, Irrigation and Slurry Lines
	Green: Sewers and Drain Lines
	Pink: Temporary Survey Markings
	White: Proposed Excavation
	Purple: Reclaimed Water

Section 2.4 Class of Service for Application of Rates

Service classifications shall be based upon the type of service supplied and on similarities in customer load and demand characteristics. Service classifications shall be defined as part of the rate schedules adopted by the Board of Trustees. In addition, the Municipal Utility reserves the right to supply large water service in accordance without the provisions of a written contract. As nearly as practicable, rate schedules adopted by the Municipal Utility shall reflect relative differences in the full cost of providing various quantities of service to each customer class. Service classifications are defined in Exhibit F.

Section 2.5 Meter Installation

Water meters shall be sized by the utility. Water meters shall be installed horizontally, with an inlet meter valve and an outlet back-flow preventer. All water meters connected to copper water lines on both sides shall also be installed with a permanent ground strap mounted ahead of the meter valve to a point beyond the check valve, using clamps and #6 stranded copper wire (installed with a loop to facilitate easy removal of the meter). Equipment specifications are shown in Exhibit G.

Water meters and remote readers will be installed by the utility at the customers expense as shown in Exhibit I.

The water meter and remote reader, will be maintained free of charge by the utility (after the original approved installation, paid for by the customer), except when damaged by freezing, hot water or thorough carelessness, neglect or tampering by the owner and/or customer.

- A meter valve, back flow preventor and ground strap are required to be installed and maintained by the customer.

- An expansion tank is required to protect the customer's water system along with a back-flow preventer. Expansion tank requirements are shown in Exhibit G.
- Any testing of a backflow preventer shall be the responsibility of the customer and/or owner.

Section 2.5(1) Individual Metering

Individual metering shall be required on multi-occupancy premises in which units are separately rented or owned, except that the utility may provide single meters for water used where individual metering is impractical and/or where a facility is designated for elderly or handicapped persons and utility costs constitute part of operating cost and are not apportioned to individual tenants.

Section 2.5(2) Special Metering Installations

The Municipal Utility reserves the right, at its option, to require or to place special meters or instruments on the premises of a customer for the purpose of special tests for all, or part, of the customer's water usage.

Section 2.5(3) Meter Register

Where it is necessary to apply a multiplier to meter readings, the multiplier shall be marked on the face of the meter register or stenciled in weather resistant paint upon the front cover of the meter. Wherever practicable, customers shall have continuous visual access to meter registers.

Section 2.5(4) Meter Testing

All meters and associated devices shall be inspected, tested, adjusted and certified to be within an allowable tolerance of error in accordance with the commonly accepted engineering practices.

Section 2.5(5) Meter Location

Water meters shall be located inside the building served, between one (1) and two (2) foot from the location where the service pipe enters the building with a remote reader wired to the meter and mounted nearby.

Exceptions: the water meter may be installed in a meter pit (with prior Municipal Utility approval) if in a rural type setting where the service line from the property or easement line to the building to be served is longer than two hundred (200) feet. The customer shall pay for and maintain the meter pit. Easy access shall be maintained for the Municipal Utility by the owner and/or customer to both the meter and remote reader.

Section 2.5(6) Leak Detection

As new water metering technology becomes available, real time leak detection will be available for customers with the appropriate metering technology. The cost for leak detection services is listed in Exhibit B.

Section 2.5(7) Bulk Water Metering for Special Purposes

Bulk water meters are available for rental for special purposes approved by GMU Management. The cost of bulk water metering is shown in Exhibit B.

DIVISION III – CUSTOMER RELATIONS

Section 3.1 Application for Service

Application for service or new construction shall be filed in the Municipal Utility Office. All customers will be required to provide identification in person or by email before an account can be established. As soon as practical after the approval of the application, the Municipal Utility shall supply service to the applicant in accordance with these rules and at a rate established by the Municipal Utility for the applicant's appropriate class of service.

All adults 18 years and older residing at the address being applied for must be listed on the service application and provide identification.

Section 3.2 Customer Deposits

Customer deposits are not required except in the circumstances listed in 3.2(1). However, all first time customers shall be charged a non-refundable new customer charge set by the Board of Trustees as shown in Exhibit B.

Section 3.2(1) Customer Deposit Policy

Greenfield Municipal Utilities (GMU) may request a customer deposit if one (1) of the following criteria are met: electrical and/or water service(s) have been disconnected due to non-payment for more than ten (10) days; customer that has had electric and/or water service(s) with GMU in the past, left GMU with an unsettled balance, and returned to establish new service(s); or the account has had two (2) or more returned payments (check or ACH) in a six (6) month period. Deposits are eligible to be transferred to subsequent utility accounts.

Section 3.2(2) Customer Deposit Calculation Criteria

Any and all deposits (if required) will be calculated based on the highest water amount billed in the prior twelve (12) months at the address being applied for.

Section 3.2(3) Customer Deposit Records

The Municipal Utility shall maintain a record of all deposits in the customer account including the amount and date of the deposit and each transaction concerning the deposit.

Section 3.2(4) Unclaimed Customer Deposit

The record of each unclaimed deposit shall be maintained for a period of two years from the date service is terminated. During that time the Municipal Utility shall make a reasonable effort to return the deposit to its rightful owner. Unclaimed deposits shall be credited to an appropriate Municipal

Utility account. Deposits unclaimed for two years from termination of service shall be considered abandoned, and sent, less any lawful deductions, to the State of Iowa in accordance with chapter 556, Code of Iowa.

Section 3.2(5) Refund of Customer Deposit

When an account is disconnected for final billing, the deposit will be applied to the final balance due. Any remaining credit will be transferred to other balances owed by the Customer to the Municipal Utility. If there is a credit balance of \$5.00 or more remaining after all balances due have been paid in full a refund check will be mailed to the customers forwarding address if one has been provided. Any credit balance under \$5.00 will remain on the account for future use towards a utility account.

Section 3.3 Billing Information

Each customer shall be billed on a monthly basis for metered service received during the billing period according to rate class, and in accordance with the Municipal Utilities established rates, special extension and service costs for the billing period. Current utility rates are shown in Exhibit C.

Section 3.3(1) Billing Forms

Each customer shall be informed as promptly as possible following the reading of the customer's meter, on bill form or otherwise of the following:

- a. The reading of the meter at the beginning and at the end of the period for which the bill is rendered.
- b. The dates on which the meter was read, at the beginning and end of the billing period.
- c. The number and kind of units metered.
- d. The identification of the applicable rate schedule.
- e. The account balance brought forward and amount of each net charge for rate-schedule-priced utility service, sales tax, other taxes, late payment charge, and total amount currently due.
- f. The last date for timely payment shall be clearly shown and shall be not less than 20 days after the bill is rendered.
- g. A distinct marking to identify an estimated bill.
- h. A distinct marking to identify a minimum bill.
- i. Any conversions from meter reading units to billing units or any calculations to determine billing units from recording devices or any other factors, such as sliding scale or automatic adjustment and amount of sales tax adjustments used in determining the bill.

Section 3.3(2) Customer Payments

A bill shall be due and payable when rendered and shall be considered delinquent after twenty days from the time it is rendered. A bill shall be considered rendered by the Municipal Utility when deposited in the US mail with postage prepaid or when delivered by the Municipal Utility to the last known address of the party responsible for payment.

Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment. Bills shall be paid by mail, by electronic payment, by bank draft, by direct payment at the Municipal Utility Office or by depositing the payment in the designated receptacle located outside the Municipal Utility Office.

Utility payments are accepted as cash, check, money order, bank account withdrawal or debit/credit card. Incoming ACH payments may be accepted for large corporate accounts on a case by case basis with GMU Management approval

The date of delinquency for all residential customers and for other customers, whose consumption is less than three thousand kWh per month, shall be changeable for cause in writing.

Section 3.3(3) Returned Payments

A service charge as determined by resolution of the Board of Trustees shall be assessed to any customer whose payment is returned or not honored by the bank on which it was drawn. The service charge shall be in addition to the late payment penalty if the payment is not made good and not paid prior to the delinquent date of the bill. If two or more payments are dishonored within a 6-month period, the Municipal Utility may require future payments to be made by cash, cashier's check, money order, or credit/debit card. Customer accounts may be eligible to resume paying by personal check after twenty-four (24) consecutive months of on time utility payments with GMU Management approval.

Section 3.3(4) Late Payment Penalties

Bill payments received by the Municipal Utility on or after the timely payment date shall be for the amount stated on the bill which includes a late payment charge as reflected in Exhibit B. Each account shall be granted one complete forgiveness of a late payment penalty in each calendar year. The usage of the automatic grace penalty shall be reflected on the customer's monthly billing statement to the extent that the amount due after the due date will include the penalty amount when the account is eligible to be charged a penalty.

Payments must be received in the Municipal Utility office no later than 7:30 AM on past due and/or posting day in order to be considered on time.

Section 3.3(5) Partial Payments

If a customer makes a partial payment in a timely manner, and does not designate the service or product being paid for, the payment shall be credited to past due balances first. Any remaining payment will be credited to the account by priority starting with taxes and penalties, electric services, water services, with sewer and landfill following. The late payment charge shall apply only to the utility service bill outstanding on the date of delinquency.

Section 3.3(6) Reasonable Agreement to Pay

A residential customer who has been disconnected or is about to be disconnected due to inability to pay a bill in full, will be offered the opportunity to enter into a reasonable agreement to pay the delinquent bill unless the customer is currently in default of such an agreement. A reasonable

agreement may be amended at the discretion of the Municipal Utility upon request of the customer.

a. Terms of the Agreement

The agreement shall require the customer to bring his account to current status by paying specific amounts at specific times, and shall offer to spread payments evenly over not more than twelve months. The agreement shall also include provision for payment of the current account. The agreement shall be made in person, a signed copy of the agreement will be provided to the customer. Default of the agreement by the customer renders the customer subject to disconnection in accordance with proper procedures except that the twelve day notice provision does not apply.

b. Second Payment Agreement

The utility may offer a second payment agreement to a customer who is in default of the first payment agreement if the customer has made at least two consecutive full payments under the first payment agreement. The second payment agreement shall be for the same term as or longer than the term of the first payment agreement but not more than twelve (12) months. The customer shall be required to pay, by the due date, for current service in addition to the monthly payments under the second payment agreement and may be required to make the first payment up front as a condition of entering into the second payment agreement.

c. Refusal of Payment Agreement

A customer may offer the utility a proposed payment agreement. If the Municipal Utility and the customer do not reach an agreement, the Municipal Utility may refuse the offer orally, but the Municipal Utility must render a written refusal to the customer, stating the reason for the refusal, within three days of the oral notification. The written refusal shall be considered rendered to the customer when addressed to the customer's last-known address and deposited in the US mail with postage prepaid.

Section 3.3(7) Temporary Disconnections

The Municipal Utility may, upon reasonable notice by a customer, make temporary disconnections for the customer's convenience. Temporary disconnections may result in a reconnection fee set by the Board of Trustees dependent on the circumstances of the disconnection as shown in Exhibit B.

Section 3.4 Meter Reading

All meters shall be read on a monthly basis. All meters shall be read for the beginning and termination of service to a customer. In the event a meter cannot be read on the monthly basis, the Municipal Utility will estimate the usage based on previous consumption.

Section 3.4(1) Customer Requested Meter Tests

In addition to regular meter testing, the customer may request a meter test, providing that such test shall not be more frequently than once each twelve months. The customer or the customer's representative may be present when the meter is tested and the result shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the test in an amount established by the Board of Trustees as shown in Exhibit B.

Section 3.4(2) Meter Error and Determination of Adjustment

Whenever a meter is found to have an average error of more than 2.0 percent the utility shall adjust a current customer's bill or issue a refund or back bill to a past customer. The amount of the adjustment shall be calculated on the basis of metering accuracy of one hundred percent. The adjustment period shall extend from the date the error began. If that date cannot be determined, it shall be assumed the error has existed for the shortest time calculated as five years from the date the error was discovered, one half the time since the meter was installed, or one half the time since the last previous meter test. The adjustment period for slow meters shall not exceed six months without the approval of the Board of Trustees. When a meter is found not to register, the utility shall issue an estimated bill.

An adjustment, refund or back-billing shall be made for any overcharge or undercharge resulting from incorrect reading of the meter, incorrect application of the rate schedule, incorrect meter connection or other similar reason.

This section shall not be construed to require a cash refund to a current customer nor a refund or back-billing to a previous customer in an amount less than five dollars. The Municipal Utility further reserves the right to forego back-billing procedures, which it determines, is not cost effective.

Section 3.4(3) Refunds for Meter Error

If the recalculated bills indicate that five dollars (\$5) or more is due an existing customer or ten dollars (\$10) or more is due a person no longer a customer of the utility, a refund will be given for the full amount of the difference between the amount paid and the amount recalculated. Refunds will be made to the two most recent customers who received service through the metering installation found to be in error. In the case of a previous customer who is no longer a customer of the Municipal Utility, a notice of the amount subject to refund will be mailed to that previous customer at the last known address. Upon notification by the previous customer, the Municipal Utility will make the refunds within three months. Refunds will be complete within six months following the date of the meter installation test.

Section 3.4(4) Back Billing for Meter Error

If the recalculated bills indicate that five dollars (\$5) or more is due from an existing or more than ten dollars (\$10) from a former customer, the customer and/or former customer shall be back billed. Back billing shall be rendered no later than six months following the date of the meter installation test. Customers rendered hardships due to back billing shall be offered reasonable agreements to pay.

Section 3.4(5) Adjustment of Bills – No Meter Error

1. Overcharges Not Due to Meter Error

When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation, or other similar reasons, the amount of the overcharge shall be adjusted, refunded or credited to the customer. The time period for which the Municipal Utility is required to adjust, refund, or credit the customer's bill shall not exceed six months.

2. Undercharges Not Due to Meter Error

When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation or other similar reasons, the amount of the undercharge may be billed to the customer. The period for which the Municipal Utility may adjust for the undercharge shall not exceed six (6) months unless otherwise ordered by the board. The maximum back bill shall not exceed the dollar amount equivalent to the published rate for like charges in the twelve (12) months preceding discovery of the error.

Section 3.5 Refusal or Disconnection of Service for Cause other than Non Payment

The Municipal Utility reserves the authority to refuse or discontinue service for any of the reasons listed below. Unless otherwise stated, the customer shall be given written notice of discontinuance of service. Any written notice mailed to a customer will set forth the reason(s) for the pending disconnection or refusal, and the final date by which the account is to be settled or specific action is to be taken. If more than one reason is specified, the days of notice for the causes shall be concurrent. The notice shall be considered rendered to the customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered to the customer when addressed to the last-known address of the person responsible for payment of the service. The final date shall not be less than twelve (12) days after the notice has been rendered unless otherwise stated. Reasons for refusal or discontinuance of service are:

1. Without notice in the event of a condition determined by the Municipal Utility to be hazardous.
2. Without notice in the event of customer use of equipment in a manner which adversely affects the Municipal Utilities equipment or the Municipal Utilities service to others.
3. Without notice in the event of tampering with equipment furnished and owned by the Municipal Utility.
4. Without notice in the event of unauthorized use or resale of the Municipal Utilities service.
5. For violation of or noncompliance with the Municipal Utilities rules.
6. For failure of the customer or prospective customer to fulfill his or her contractual obligations for service or facilities.
7. Waste or misuse of water due to improper or imperfect service pipes and/or fixtures, or failure to keep same in suitable repair
8. Connection, cross-connection, or permitting same, to any alternative water supply and/or possible contamination

Where the water service to a customer has been discontinued pursuant to this section, a reconnect charge set by the Board of Trustees as shown in Exhibit B (plus any delinquent bill) shall be paid in full by the customer before service is reconnected.

Section 3.6 Refusal or Disconnection of Service for Non Payment

The Municipal Utility reserves the authority to discontinue or deny service for nonpayment of the bill or deposit. Once a service has been disconnected for nonpayment, payments must be paid by cash, card or money order.

Section 3.6(1) Procedure for Discontinuance for Non Payment

Service shall not be discontinued for nonpayment of a bill or deposit unless the Municipal Utility has:

1. Made a reasonable attempt to collect.
2. Given written notice to the customer that service will be discontinued if the account is not settled within twelve (12) calendar days from the date of notice. The notice will include a telephone number where a representative of the Municipal Utility qualified to provide additional information about the disconnection can be reached. The notice will also include the date rendered, the date action will be taken, and the amount due. Also included shall be a summary of the customer's rights and responsibilities to avoid shutoff of water service for nonpayment. The notice shall be considered rendered to the customer when deposited in the mail.
3. Made a diligent attempt to contact, by telephone, in person or by posting of the property, the customer responsible for payment to inform the customer of the pending disconnection and the customer's rights and responsibilities. During the Iowa Utilities Board moratorium period (currently November 1 through April 1), if the attempt at customer contact fails, the premises shall be posted at least one day prior to disconnection with a notice informing the customer of the same information at least one day prior to discontinuance of service.

If an attempt at personal or telephone contact of a customer occupying a rental unit has been unsuccessful, the landlord of the rental unit, if known, shall be contacted to determine if the customer is still in occupancy and, if so, the customer's present location. The landlord shall also be informed of the date when service may be disconnected.

If the disconnection will affect occupants of residential units leased from the customer, the premises of any building known by the Municipal Utility to contain residential units affected by disconnection must be posted, at least two (2) days prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons for disconnection.

4. A discontinuance of residential service may take place only between the hours of 6:00am and 2:00pm on a weekday and not on weekends or holidays. If a disconnected customer makes payment or other arrangements during normal business hours, all reasonable efforts shall be made to reconnect the customer that day. If a disconnected customer makes payment or other arrangements after business hours, all reasonable efforts shall be made to reconnect the customer no later than 11:00am the next day.
5. The Municipal Utility may disconnect water service without the written twelve (12) day notice for failure of the customer to comply with the terms of a payment agreement.

Section 3.6(2) Health of a Resident

Disconnection of a residential customer shall be postponed if the disconnection of service would present an especial danger to the health of any permanent resident of the premises. An especial danger to health is indicated if a person is seriously impaired and may, because of mental or physical problems, be unable to manage the person's own resources, to carry out activities of daily living or to be protected from neglect or hazardous situations without assistance from others. Indicators of an especial danger to health include, but are not limited to, age, infirmity, or mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstances which indicate a severe or hazardous health situation.

The Municipal Utility may require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered; a statement that the person is a resident of the premises in question; the name, business address, and telephone number of the certifying party; the nature of the health danger; and approximately how long the danger will continue. Initial verification by the verifying party may be by telephone if written verification is forwarded to the Municipal Utility within five days.

Verification shall postpone disconnection for thirty (30) days. In the event service is terminated within fourteen days prior to verification of illness by or for a qualifying resident, service shall be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. The customer must enter into a reasonable agreement for the retirement of the unpaid balance of the account within the first thirty (30) days and keep the current account paid during the period the unpaid balance is to be retired.

Section 3.6(3) Disputed Bill

If the customer has received notice of disconnection and has a dispute concerning a bill for water service, the Municipal Utility may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid disconnection.

Section 3.6(4) Abnormal Water Consumption

A customer who is subject to disconnection for non-payment of bill, and who has water consumption which appears to the customer to be abnormally high, may request the Municipal Utility to provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. The Municipal Utility will provide such assistance by discussing patterns of water usage which may be readily identifiable or suggesting financial assistance which may be available to the customer through a local crisis agency.

Section 3.6(5) Deployment

If the Utility is informed that one or more of the heads of household, as defined in Iowa Code Section 476.20 is a service member deployed for military service, as defined by Iowa Code Section 29A.20, disconnection cannot take place at the residence during deployment or prior to ninety (90) days after the end of the deployment.

Section 3.6(6) Fees Associated with Disconnection and Reconnection

For any disconnection notice provided in person pursuant to Section 3.6 (1) '3', a cost justified fee as determined by the Board of Trustees and shown in Exhibit B will be charged.

In addition, any disconnection or reconnection of service due to non-payment, a cost justified fee as determined by the Board of Trustees will be charged. Before service is restored, all bills shall be paid and/or the customer shall make satisfactory credit arrangements at the Municipal Utilities Office.

Section 3.7 Insufficient Reasons for Denying Service

The following shall not constitute sufficient cause for refusal of service of a present or prospective customer:

- a. Delinquency in payment for service by a previous occupant of the premises to be served.
- b. Failure to pay for a different type or class of public utility service.
- c. Failure to pay the bill of another customer as guarantor thereof.
- d. Failure to pay back bills rendered for payment of slow meter adjustments.
- e. Failure to pay bill adjustment resulting from error on the part of the Municipal Utility.
- f. Delinquency in payment for service by an occupant if the customer applying for service is creditworthy and able to satisfy any deposit requirements.

Section 3.8 Service Calls

The customer shall not be billed for service calls for equipment which are the responsibility of the Municipal Utility. The customer shall be billed for the cost of services not the responsibility of the Municipal Utility as follows:

a. Customer's Equipment

For a service call where the trouble is found to be on the customer's equipment, the customer shall be billed for a service call as shown in Exhibit B.

b. Relocation of Municipal Utilities Facilities

For a service call requesting the relocation of facilities belonging to the Municipal Utility, the customer shall be billed for a service call as shown in Exhibit B. If relocation is necessary, an advance deposit equal to the total estimated cost may be required.

c. Relocation of Customer Facilities

For a service call requesting relocation of facilities belonging to the customer, the customer shall be billed for a service call as shown in Exhibit B.

Section 3.9 Customer Obligations

Acceptance of service shall obligate a customer to the conditions imposed by these rules and applicable rules of the Iowa Department of Natural Resources and the state plumbing code of Iowa.

Section 3.9(1) Damage to Utility Facilities

If any loss or damage to the property of the Municipal Utility or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the customer,

member/visitor of their household, their agent, employee or renter, the cost of the necessary repairs or replacements shall be paid by the customer to the utility and any liability otherwise resulting shall be that of the customer.

No unauthorized person shall be allowed to uncover, work on or make connections to the utility's water system without obtaining prior approval from GMU Management. The person requesting such approval may be required to provide to the Municipal Utility a performance bond equal to the estimated cost of the work to be done (minimum of \$1,000) and proof of liability insurance, if deemed necessary by GMU Management or Board of Trustees.

Section 3.9(2) Customer Premises

The customer and owner shall grant the Municipal Utility, without charge, right of way over and on the premises on which equipment and structures of the utility are located. Access to the equipment and structures (whether indoor or outdoor) shall be granted to the Municipal Utility at reasonable times for installation, inspection, testing, repair, and other functions necessary for the maintenance of satisfactory service.

Section 3.9(3) Termination Notice by Customer

A customer shall give the utility not less than three business days notice prior to final termination of service. Disconnection of service under this section shall be during the regular business hours of the Municipal Utility. The customer shall remain liable for water used and service rendered until transferred to another approved customer or service is discontinued at the curb stop by the Municipal Utility.

If a building, which has water service to it, is to be torn down, the customer shall notify the Municipal Utility as the customer may be required to disconnect the service line at the main and return all meters and fixtures which have been maintained by the Municipal Utility if the connection is not planned to be reused within twelve (12) months.

Section 3.10 Customer Communications

Section 3.10(1) Customer Service Representatives

A Municipal Utility representative with customer communication must give his or her name to the customer, whether communication is in person or by telephone. The representative must have immediate access to current detailed information concerning the customer's account and previous contact with the utility and shall be properly qualified and instructed in the screening and prompt handling of complaints.

Section 3.10(2) Customer Telephone Procedures

Telephone number 641-743-2741 is staffed continuously for the handling of problems or complaints of an emergency nature and is staffed during business hours, Monday through Friday, to handle routine business questions and other communications. During non-business hours, telephone calls are rerouted to the Adair County Law Enforcement Center.

Section 3.10(3) Customer Complaint Procedures

- A. The Municipal Utility shall keep records of customer complaints sufficient to enable review and analysis of its procedures and actions. Customers shall be required to submit complaints in writing. The complaint shall include the following information:
 - 1. Name of complainant
 - 2. Address of complainant
 - 3. Telephone number of complainant
 - 4. Nature of the complaint
 - 5. Relief sought.
 - 6. Signature
- B. Complaints concerning the charges, practices, facilities or service of the Municipal Utility shall be investigated promptly and thoroughly. The Municipal Utility shall respond in writing to all formal written complaints
- C. The customer has the right to appeal the response of the Municipal Utility. The appeal shall be in writing and shall list the reasons for the appeal.

The Municipal Utility shall set a date for the hearing of the appeal within 15 business days of the filing of the appeal. This date will generally be the next regularly scheduled Board of Trustee meeting. The appeal shall be heard by representatives of the Board of Trustees (minimum of two). The results of the hearing shall be in writing within 15 business days after the hearing. The Municipal Utility shall take reasonable steps to ensure that customers unable to travel shall not be denied the right to be heard.

RESOLUTION #7.24

GREENFIELD MUNICIPAL UTILITIES

BOARD OF TRUSTEES

WHEREAS, the Board of Trustees of Greenfield Municipal Utilities (GMU) has approved the Utility's electric and water operating rules as "Electric Service Rules for Greenfield Municipal Utilities" and "Water Service Rules for Greenfield Municipal Utilities"; and;

WHEREAS, the Board of Trustees have reviewed and wish to revise the Electric and Water Service Rules including all of the exhibits and attachments;

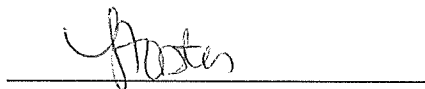
NOW THEREFORE BE IT RESOLVED; the revised Electric Service Rules and Water Service Rules dated March 12, 2024 for Greenfield Municipal Utilities including all exhibits and attachments are hereby adopted; and the Office Administrator shall maintain an official copy of the Electric Service Rules and Water Service Rules at the Utility's office for public inspection.

Passed and adopted this 12th day of March, 2024.

A handwritten signature in black ink, appearing to read "M. Ladd", is written over a horizontal line.

Mike Ladd, Chairman

ATTEST:

A handwritten signature in black ink, appearing to read "Jessica Foster", is written over a horizontal line.

Jessica Foster, Office Administrator

**GREENFIELD MUNICIPAL UTILITIES
WATER SERVICE RULES
EXHIBIT "B" - PRICING AND FEES FOR SERVICES**

NEW CUSTOMER FEE **\$75.00**

This fee applies to first time customers, any customer who has not been a customer for more than 24 months, or any customer who has previously left with an unpaid balance.

METER READ/ACCOUNT CHANGE FEE **\$50.00**

This fee applies to any current customer who is setting up service in a new or additional property with GMU or a customer who has had GMU service within the last 24 months.

LEAK DETECTION MONITORING FEE **TBD**

This fee applies to any customer who wishes to have real time access to their water meter consumption for leak detection purposes.

CUSTOMER DEPOSIT - WATER (IF REQUIRED)

The amount of a water deposit is set at the highest monthly bill in the previous 12 months.

LATE PAYMENT PENALTIES **\$10/MONTH**

Any account with an outstanding water balance over \$10 on past due day, will receive a \$10 penalty on water service.

METER TESTING FEES - CUSTOMER REQUESTED

1" and smaller meters - \$100 plus actual testing cost

Meters larger than 1" - Price to be determined upon completion of meter testing

This fee applies to any customer who requests their water meter to be tested for accuracy.

RECONNECTION FEE - **\$50.00**

This fee applies to any account that has been disconnected for any reason. An additional \$150.00 will be applied after normal business hours.

**** AFTER DISCONNECTION OF SERVICE, GMU REQUIRES RECONNECTION PAYMENT TO BE CASH,
MONEY ORDER OR DEBIT/CREDIT CARD.***

SERVICE CALL FEE **\$50 minimum**

This fee applies to any customer who requests a GMU personnel's presence to investigate equipment malfunction, service relocation, or any other issue deemed to not be GMU responsibility. An additional \$150.00 will be applied after normal business hours.

BULK WATER METER FEE

Bulk water meter rental fee of \$5/day with a minimum of \$40/month and maximum of \$75/month plus water consumption billed at current water rate. Any damage done to the bulk water meter will be billed at the customers expense.

WATER MAIN TAPPING FEE

1" and smaller service lines - \$200

1.25" to 2" service lines - \$400

Over 2" service line - contact GMU for project pricing

** ALL MATERIALS USED BY OR PURCHASED FROM GMU WILL BE BILLED AT CURRENT COST*

FIRE SUPPRESSION FEE

\$25/month

Applicable to accounts that have a water service main installed on their property intended for a current or future fire suppression system.

WATER RATES – Effective 06/30/2023

Customer Charge (Per Meter Per Month)

Residential	\$ 27.00
Commercial (City)	\$ 30.00
Industrial	\$200.00

All Water Usage

(Per 1,000 Gallons)	\$10.00
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The Customer Charge is the Minimum Bill.

Water Penalty - All charges are net. If the bill is not paid by the 25th day after the billing date, a late payment charge of \$10 per delinquent water service with an account balance of \$10.00 or more will be applied.

Sewer Penalty - All charges are net. If the bill is not paid by the 25th day after the billing date, a late payment charge of \$10 per delinquent sewer service with an account balance of \$10.00 or more will be applied. This action by GMU Board of Trustees is allowed by City of Greenfield Code of Ordinances #99.04.



202 S 1st St, Greenfield, IA 50849
641.743.2741 (phone)

APPLICATION FOR UTILITY SERVICE

Application must be submitted into our office at
202 S 1st St along with government issued photo
identification for all residents over the age of 18. Forms &
identification copies can also be mailed or emailed to
jessica.foster@gmu-ia.com

Date: _____

Primary Applicant: _____ Co-Applicant: _____
Social Security Number: _____ Social Security Number: _____
Date of Birth: _____ Date of Birth: _____
Driver's Licence #: _____ Driver's License #: _____
Service Address: _____
Mailing Address: _____ Phone Number: _____
Employer: _____ Phone Number: _____
I give permission for GMU to call any number I have listed above. Initial _____

I (we) request the following service(s) on or before: _____

Electric * _____ Water _____ Sewer _____ Temporary Electric _____

Do you rent or own this property? Rent: _____ Own: _____

Is applicant(s) a prior customer? Yes _____ When _____ No _____

ONLINE ACCOUNT ACCESS

GMU offers online account access at gmu-ia.frontdeskworks.com - our staff can set up your
online access with a generic password once your account is created.

I/We would like to be enrolled in FrontDesk

Email Address for Account _____

Bill Preference: _____ Mailed _____ Emailed _____

I/We would like to have automatic payments set up during enrollment

Bank Name: _____ Account Type _____ Checking/Savings

Routing Number: _____ Account Number: _____

☐ I/We certify that the information given above is accurate to the best of my/our knowledge and understand that I/we will be
charged a \$30 returned payment charge in the event that this information is incorrect.

I/We will setup online access/payments on our own if we choose to

I (we) agree to pay all bills rendered by the utilities for service received from the date of connection to
the date service is discontinued. I (we) also certify that I (we) received a copy of the latest water
quality report (CCR) for Greenfield Municipal Utilities. If the electric service is for a new building
intended primarily for human occupancy, my (our) signature(s) certifies that the building meets all of the
energy conservation requirements of the state building code [680 IAC 16.800(3) as amended by 16.800(4)].

Signature: _____ Date: _____
Co-Signature: _____ Date: _____

**GREENFIELD MUNICIPAL UTILITIES
WATER SERVICE RULES
EXHIBIT "F" - SERVICE CLASSIFICATIONS**

RESIDENTIAL

Any account with the primary purpose of living quarters.

*A residential property that has a commercial business operating on site may be charged as a commercial utility account.

*A stand alone garage on a residential lot may be charged as commercial.

SMALL COMMERCIAL

Any account with a commercial purpose that uses under 10,000 kWh per month. The electric service may be single phase or three phase as small commercial.

LARGE COMMERCIAL

Any account with a commercial purpose that has used over 10,000 kWh in any of the 24 previous months. All large commercial accounts will be charged usage and electric demand.

INDUSTRIAL

Any account with an industrial purpose. All Industrial accounts will be charged usage and electric demand.

GMU (UTILITY USE)

Any account used by GMU for operational purposes.

CITY

Any account used by City of Greenfield for operational purposes.

**GREENFIELD MUNICIPAL UTILITIES
WATER SERVICE RULES
EXHIBIT "G" - EQUIPMENT STANDARDS**

WATER SERVICE LINE MATERIAL

Water Service Lines are required to be 3/4" or 1" copper or copper tube size (CTS) plastic with a 200 PSI rating

EXPANSION TANK

An expansion tank is required to be installed in close proximity to the water heater.

DUAL CHECK VALVE

A dual check valve and ball valve are required to be installed directly after the water meter.

TRACER WIRE

Tracer wire should be installed with all plastic piping with a ground rod attached at the main and exposed at the curbstop and at the house or water meter.

CURBSTOP LOCATION

The curbstop should be installed close to the sidewalk or property line when possible. Any other location requires prior GMU approval.



202 S 1st St Greenfield, Iowa 50849

844-580-0810 (toll free)

Option 2 – Office Administrator

Option 3 – General Manager

To: Water customers within 1000' of the water treatment plant and/or in areas at or below an elevation of 1260 feet.

It has been determined that your home or business is connected to the GMU water system in a high-pressure area. This notice is being sent to you to point out the possibility of damage that may be caused by the high pressure.

If your home or business is within 1000' of the water treatment plant it is possible that problems may occur in your water system. The pumps at the water treatment plant turn on and off with the demand for water. When these pumps turn on or off the water pressure close to the plant may increase or decrease by 20-30 PSI. If any part of your water system is weakened because of age (or other reason) this swing in pressure may cause damage such as bursting pipes, leaking water heaters, and/or leaking toilets. If your home or business is in an area where the pressure exceeds 100 PSI the same problems may occur in your water system.

One of the best ways to reduce the possibility of this damage is to install a pressure reducer and an expansion tank on your water system. The pressure reducer will stabilize the pressure at an adjustable level, normally between 25 and 75 PSI. The expansion tank takes up expanding water in your system caused by your water heater. Both of these parts should be installed as close to the water meter as possible.

The decision to install (and pay for) this equipment to minimize the risk is yours. The GMU water service rules do not allow us to be responsible for this type of damage. If you have any questions, please do not hesitate to give us a call. We will also meet with you and/or your plumber to discuss this or other options.

**GREENFIELD MUNICIPAL UTILITIES
WATER SERVICE RULES
EXHIBIT "I" - NEW OR RELOCATION OF SERVICES**

Greenfield Municipal Utilities is responsible for the tapping of the Water Main - See Exhibit B for Fees

Customer Responsibilities:

The customer or their designated plumber may purchase parts and equipment directly from Greenfield Municipal Utilities. GMU will invoice the customer (or plumber) for all items sold for the project.

The customer or their designated plumber is responsible for installation of all equipment except the water main tap.

Items the customer may be billed for include:

- * Any supplies needed to tap the water main
- * Water Meter
- * Electronic Reading Transmitter
- * Meter Check Valve
- * Meter Valve
- * Ball Valve
- * Expansion Tank
- * Dual Check Valve
- * Curbstop
- * Tracer Wire (required if plastic piping is used)
- * Curb box riser and rod
- * Curbbox top
- * Water Main Corp
- * Saddle
- * Ground Rod
- * Meter Pit (if necessary and prior approved by GMU Management)
- * Any other supplies necessary in the installation of the water service

Greenfield Municipal Utilities (GMU) Posting & Disconnection Policy

* The Iowa Utilities Board's (IUB) regulatory authority concerning electrical service, safety, and engineering issues is reflected in the GMU policies listed below.

** Situations that are not addressed within this policy and fall within the IUB's regulatory authority on electrical service will be referred to the most recent IUB Service Rules or submitted to the IUB for clarification and resolve.

- **Billing:** Utility bills are sent no later than the 4th each month with payment due in the Utilities office by the 25th of each month.
 - If the 25th falls on a weekend, the due date is extended to the following Monday.
- **Past Due:** Past due notices are sent out on the 26th of each month giving twelve (12) additional days for payment to be made.
 - If the 26th falls on a weekend and the due date is extended to the following Monday, the past due notices are then sent out on Tuesday.
 - The current past due charge is 1.5% of past due electric balance \$10 for past due water balance and \$10 for past due sewer balance.
- **Posting:** Twelve days after the past due notices are sent out is posting day.
 - The current posting charge is \$25.
 - Posting notice is taped to the door of any property that has an outstanding past due balance unless one of the following requirements have been met:
 - Customer has been approved for energy assistance and their only bill from GMU is for their electric service.
 - Customer has been approved for energy assistance, pays GMU for electric and water service and lives in a residence that has a heat source that is dependent on their water service.
 - Any of the requirements that fall under the disconnection section below.
 - Customers have forty-eight (48) hours from the time & date on the notice posted at their property to either make payment in full, request a payment extension in writing or request a twelve (12) month payment agreement.
- **Disconnection:** Forty-eight (48) hours after the time and date on each posting notice, the property is eligible for disconnection (Disconnection can be done between the hours of 6 a.m. and 2 p.m. Monday through Friday) unless one of the following requirements have been met:
 - **Payment:** Balance has been paid in full
 - **Payment Extension:** Payment extensions are given on a case by case basis and may be refused to accounts with habitual payment extension requests. If a payment extension is granted, it must be paid in full prior to the next utility bill becoming delinquent.
 - Payment Extensions may be requested in person or by phone call, either way the customer will also be required to submit a document that includes name, address, amount to be paid, date payment will be made and the customer's signature. The customer may drop this document off at the GMU Office, put it in the drop box that is located on the East side of the GMU Office near the main entrance door, or submit the document by email. If submitting by email, please

visit the GMU website at www.gmu-ia.com (contact us link in top right corner) or contact the Utilities Office for the appropriate email address.

- **Payment Agreement:** A twelve (12) month payment agreement has been signed, accepted and on file in the Utilities office
 - **See Payment Agreement Rules below**
- **Energy Assistance:** Customer has been approved for energy assistance
 - **Applying for energy assistance prevents posting & disconnection for thirty (30) days from the date GMU is told the customer will be applying. The thirty (30) day period is not extended if the customer waits to apply after that date.**
- **Medical Request:** Customer has presented our office with a medical necessity request from a physician or public health official. A medical necessity request shall postpone disconnection for thirty (30) days. In the event service is terminated within fourteen (14) days prior to verification of illness by or for a qualifying residence, service shall be restored to that residence if proper verification is thereafter made in accordance with the foregoing provisions. If the customer does not enter into a reasonable payment agreement for the retirement of the unpaid balance of the account within the first thirty (30) days and does not keep the current account paid during the period that the unpaid balance is to be retired, the customer is subject to disconnection pursuant to paragraph 20.4(15) "f" of the Iowa Utilities Board code.
 - IUB Code 20.4(15) "f" states: A utility may disconnect electric service after 24-hour notice (and without the written twelve (12)-day notice) for failure of the customer to comply with the terms of a payment agreement.
 - If electric service is required for a medical necessity, water service may still be disconnected if delinquent.
- **Deployment:** If the utility is informed that one of the heads of household as defined in Iowa Code section 476.20 is a service member deployed for military service, as defined in Iowa Code section 29A.90, disconnection cannot take place at the residence during the deployment or prior to ninety (90) days after the end of the deployment.
- **Disputed Bill:** If the customer has received notice of disconnection and has a dispute concerning a bill for electric utility service, the utility may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid disconnection of service. A utility shall delay disconnection for nonpayment of the disputed bill for up to forty-five (45) days after the rendering of the bill if the customer pays the undisputed amount. The forty-five (45) days shall be extended by up to sixty (60) days if requested of the utility (GMU) by the board (IUB) in the event the customer files a written complaint with the board (IUB) in compliance with ICA 199-Chapter 6.
- **Severe Cold Weather:** A disconnection may not take place where electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence on any day when the National Weather Service forecast for the following twenty-four (24) hours covering the area in which the residence is located includes a forecast that the temperature will be twenty (20) degrees Fahrenheit or colder. In any case where the utility has posted a disconnect notice in compliance with subparagraph 20.4(15) "d" (5) but is precluded from disconnecting service because of a

National Weather Service forecast, the utility may immediately proceed with appropriate disconnection procedures, without further notice when the temperature in the area where the residence is located rises above twenty (20) degrees Fahrenheit and is forecasted to be above twenty (20) degrees Fahrenheit for at least twenty-four (24) hours, unless the customer has paid in full the past due amount or is entitled to postponement of disconnection under some other provision of Iowa Utility Board paragraph 20.4(15) "d"

- IUB Code 20.4(15) "d" states: Service may be refused or disconnected after proper notice for nonpayment of a bill or deposit, except as restricted by subrules 20.4(16) and 20.4(17), provided that the utility has complied with the following provisions when applicable:
 - (1) Given the customer a reasonable opportunity to dispute the reason for the disconnection or refusal.
 - (2) Given the customer, and any other person or agency designated by the customer, written notice that the customer has at least twelve (12) days in which to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities available. Customers billed more frequently than monthly pursuant to subrule 20.3(6) shall be given posted written notice that they have twenty-four (24) hours to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities. All written notices shall include a toll-free or collect telephone number where a utility representative qualified to provide additional information about the disconnection can be reached. Each utility representative must provide the representatives name and have immediate access to current, detailed information concerning the customer's account and previous contacts with the utility.
 - If electric service is required for a medical necessity, water service may still be disconnected if delinquent.
- **Reconnection:** Once service has been disconnected, the past due balance must either be paid in full or a twelve (12) month payment agreement must be signed and executed. Payment is required to be cash, money order or debit/credit card after services have been disconnected.
- **Payment Agreements:** Twelve (12) month payment agreements are available upon customer request.
 - **Payment Agreements are for electric service amounts only.**
 - Taxes, penalties, posting fees, turn on fees, water & sewer amounts are not eligible.
 - Water service amounts may be allowed in the case of a water leak and with GMU management approval.
 - Payment Agreements may be requested by phone call, email or by stopping in the Utility Office.

- If by phone or email, the agreement will be drawn up and mailed to the customer. The customer has ten (10) days from the date on the letter to return the signed form to the utility office.
- If the customer does not return the signed form to the utility office, the first payment made on the agreement qualifies as acknowledgement and acceptance of the agreement.
- While on a twelve (12) month payment agreement, your GMU bill must be paid in full by the due date (25th) each month.
 - One (1) delinquent payment (up to four (4) days late) is allowed per agreement.
 - If a payment is more than four (4) days delinquent, the payment agreement is voided. The property will then be posted and disconnected 48 hours later.
 - If the payment is made during the forty-eight (48) hour posting time, please see the rules below on whether another arrangement is available.
 - If late payment has already been used, the next payment late by one (1) day will make the property eligible for posting followed by disconnection forty-eight (48) hours later.
 - If two (2) consecutive payments on the first payment agreement have been made on time prior to the late payment, the customer is eligible for a second payment agreement.
 - If two (2) consecutive payments on the first payment agreement have not been made on time prior to the late payment, the property will then be posted and disconnected forty-eight (48) hours later. Payment in full must be received in order for reconnection.
 - Customers are allowed up to two (2) payment agreements in a twelve (12) month period.

Exhibit K

RESOLUTION NO. 10.12

GREENFIELD MUNICIPAL UTILITIES

BOARD OF TRUSTEES

WHEREAS, Greenfield Municipal Utilities (GMU) continues to have water customers with service lines constructed of non type "K" copper pipe; and,

WHEREAS, water service lines not constructed of type "K" copper can be difficult to locate and leaks are normally ahead of the meter increasing GMU's unaccounted for water; and,

NOW THEREFORE BE IT RESOLVED; the following policy is hereby adopted:

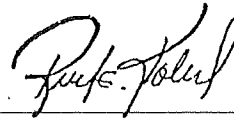
Permanent repairs on non type "K" copper water service lines are not permitted. Temporary repairs may be made during bad weather conditions prior to service line replacement during the next appropriate weather condition.

GMU shall reimburse any Residential customer/property owner one half (1/2) of their cost to replace an existing non type "K" copper water service line with "K" copper up to a maximum GMU share of \$500.00. GMU shall reimburse any Commercial customer/property owner whose service line is larger and or longer than a standard residential service line (as determined by GMU) one half (1/2) of their cost to replace an existing non type "K" copper water service line with "K" copper up to a maximum GMU share of \$1500.00.

The Board of Trustees reserves the right to amend or cancel this policy at any time.


This resolution supersedes resolution # 1.09

Passed and adopted this 13th day of December, 2012.



Richard E. Kohler, Chairman

ATTEST:


Rebecca Haase, Office Manager

Customer Deposit Policy

Exhibit L

Greenfield Municipal Utilities (GMU) may request a customer deposit if one (1) of the following criteria are met:

- Electrical and/or water service(s) have been disconnected due to non-payment for more than ten (10) days.
- A customer that has had electric and/or water service(s) with GMU in the past, left GMU with an unsettled balance, and returned to establish a new service.
- The account has had two (2) or more returned payments (check or ACH) in a 6 month period.

A customers deposit will be returned if payment(s) on their account(s) are made by the past due date in eleven (11) of the previous twelve (12) consecutive months (one month per year is the GMU grace penalty period).

If a customer leaves the services of GMU, the deposit will be automatically applied to their account(s) upon the completion of their final bill. If a deposit balance remains after the customers' account(s) are paid in full it will be returned to the address on file with GMU.

A customers deposit may be automatically applied to their delinquent account(s) after 30 days from the date of disconnection if payment has not been received. If a deposit balance remains after the customers' account(s) are paid in full it will be returned to the address on file with GMU. At this time a new deposit will be required before service can be reconnected.

The deposit held by GMU cannot be used as fees to reconnect service at any time.

- GMU does not pay interest on customer deposits.

Approved 11/10/2015

Updated (DATE)

Exhibit m

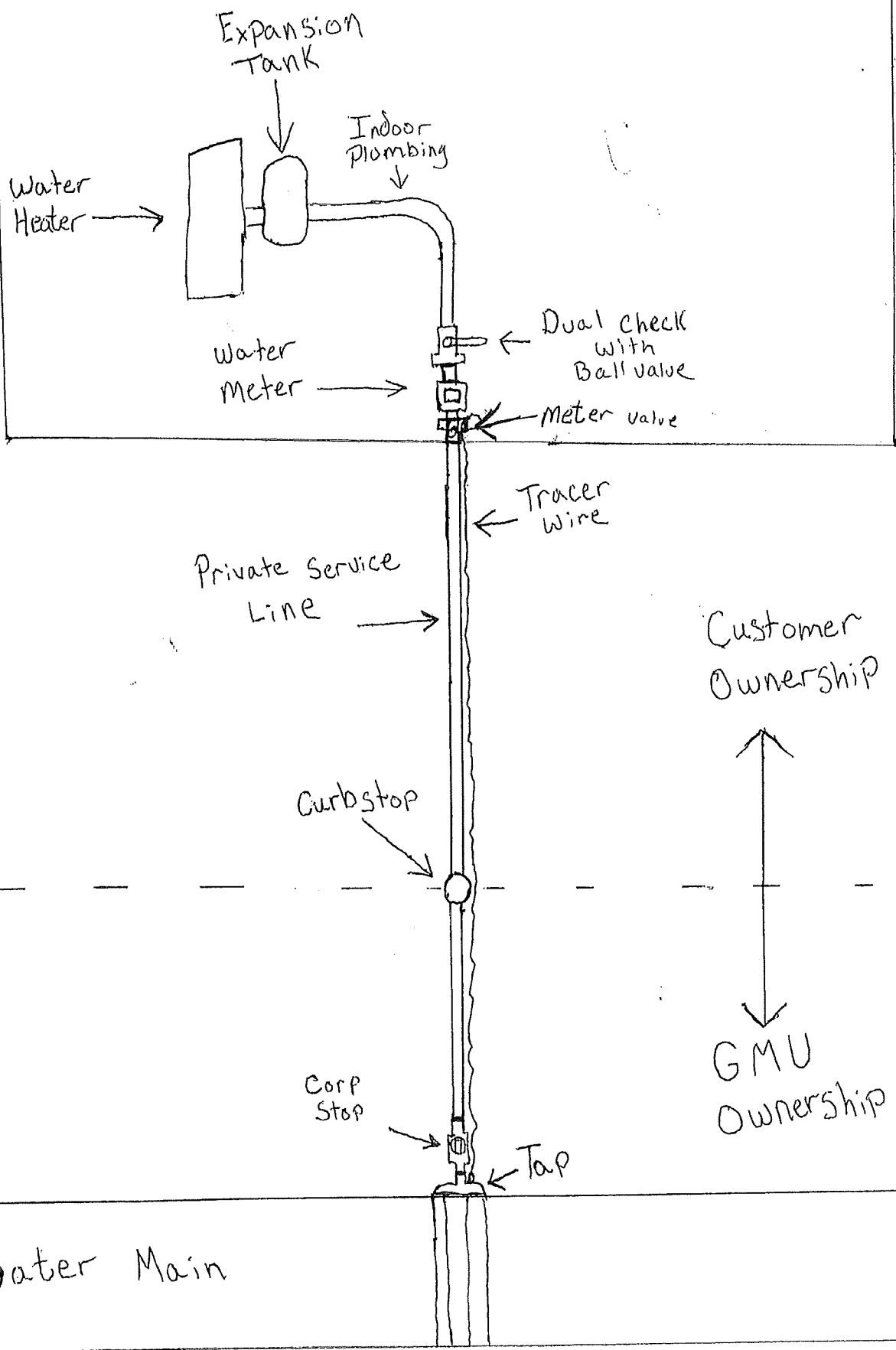


Exhibit M

