



# **Mayfield Electric & Water Systems**

**301 East Broadway  
Mayfield, KY 42066**

## **Service Policy**

**DO NOT DISCARD**

**PLEASE FILE THIS INFORMATION**



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## General

We welcome you as a new customer of Mayfield Electric & Water Systems. Our office is located at 301 East Broadway, Mayfield, KY 42066. Please contact our office during regular office hours:

Monday thru Friday  
7:00 a.m. to 4:00 p.m.  
by calling  
(270) 247-4661

Our after-hours number, which is answered 24 hours a day, is 270-247-3531. Please notify our office if you plan to be away from home for an extended period of time, or if elderly or handicapped persons are living in the home, or if medical equipment requiring electric power is used in the home.

## Billing Information

Bills shall be rendered monthly and shall be due for payment by the due date specified on the bill. Please notify our office if you do not receive a bill. Payments made after the due date will be subject to a late payment charge. The residential late payment charge will be computed as a charge of 5% on the unpaid portion of the utility bill. The late payment charge for other classes of service will be computed as a charge of 5% on the first

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\$250.00 of the unpaid portion of the utility bill plus 1% of the unpaid portion exceeding \$250.00, excluding other charges and sales tax. Should the due date of the bill fall on a weekend or holiday, the next business day following the due date will be held as a day of grace for payment. Payments received by mail with postmark on or before the due date will be considered paid by the due date and will not be subject to the late charge.

## Disconnect Notices

Disconnect notices are mailed after the due date has passed and the late charge has been applied to notify customer that service may be disconnected if the total amount due is not paid by the disconnect date specified on the notice. A fee of not less than \$2.00 may be added to the bill if a notice is mailed.

## Night Deposit Box

An after-hour depository is provided at our office for making payments after regular office hours.

## Budget Billing

A Budget Billing Plan is provided for any residential customer who has lived at his

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present location for 12 months and wishes to receive his monthly electric bill spread evenly over a twelve month period. Customers desiring to be billed under the Budget Billing Plan may enter into the plan during the month of August, of each year.

## Deposits

Deposit policies shall be applied without regard to race, color, creed, sex, age, national origin, or marital status. A deposit approximately equal to twice the average monthly bill (\$200.00 minimum for residential renters) may be required of any customer before service is supplied. If General Power customer requests, deposit requirements equal to or in excess of \$100.00 may be met by customer purchasing a time deposit or comparable low risk, short-term investment which is acceptable to Mayfield Electric & Water Systems. Any deposit which is retained shall earn interest at the rate required by applicable K. R. S. standards and shall be paid when service is disconnected or paid annually upon written request of customer. Upon termination of service, any retained deposit and accrued interest shall be applied against unpaid bills of customer and if any balance remains after such application, said balance shall be

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applied against unpaid bills of customer and if any balance remains after such application said balance shall be refunded to customer.

## **Returned Checks**

The date a returned check or bank draft is honored by the bank shall be considered the payment date of the account and if this date is after the due date, the late charge shall be applied. A returned check fee of not less than \$25.00 may be charged for each check or bank draft returned for insufficient funds.

## **Meter Reading Fee**

Whenever meter readers are prevented from reading customer's meter because of animals or any other unusual condition, a fee of not less than \$15.00 may be added to customer's bill for each return trip made for the purpose of reading the meter.

## **Meter Testing Fee**

Whenever a meter is brought in to be tested at the request of customer, a fee or not less than \$5.00 may be charged. If the meter is found to be out of the required range of the meter standards, this fee shall be waived and adjustment shall be made in customer's bill over a period of not over thirty (30) days prior to date of such test.

## **Reconnect Fee**

Whenever service has been disconnected for nonpayment, or a trip made for the purpose of disconnecting service, a fee of not less than \$25.00 may be charged before service is restored.

## **Service Call Fee**

Whenever service call requests are received after regular office hours, on weekends, or holidays, a fee of not less than \$75.00 may be charged in the event the trouble is not the responsibility of Mayfield Electric & Water Systems. This policy shall also apply to the connection of new services or the reconnection of a discontinued service.