



High Knob Utilities, Inc.

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Water Service Policy for Tenants and Agents

In general, High Knob Utilities, Inc. highly recommends that property owners who rent their property make appropriate arrangements to recover the cost of water service and usage through additional charges to monthly rent. For example, an additional charge of \$50/mo. will generally cover a typical water bill for two people in an average home. HKUI will work with home owners to determine an appropriate monthly charge to add to your rent for an individual property.

It is the policy of High Knob Utilities, Inc. (HKUI) not to enter into a water agreement with a tenant living in a residence served by HKUI. This is in accordance with Rule 9 (f) of the HKUI tariff:

If requested in writing by the customer, the company will send bills to and receive payments from designated agents or tenants. However, this accommodation will in no way relieve the customer or owner of the liability for all charges, and the company shall not be obligated to notify the customer or owner of the nonpayment of bill by such agents or tenants.

When a High Knob property owner with a current water agreement requests that water bills be sent to a renter, tenant or agent, the home owner must complete a Request for Alternative Billing form. This form will require the home owner to provide:

- Contact information for the renter/tenant or agent (name, phone, mailing address, email address for the bill, etc.)
- Date of the transition to alternative billing (for example, occupancy by the renter).
- A statement that the home owner understands and agrees that the property owner is responsible for all water account charges that are not paid by the renter or agent, and that the home owner agrees to give timely notice to High Knob Utilities, Inc. of any change in the billing status of the property.
- A statement informing the homeowner that a meter reading fee applies to all changes in billing status, stating the amount of the fee.
- Owner signature and date.

Other information may be included at the discretion of the HKUI Business Manager. HKUI agrees to take a meter reading at the time of a billing status change to enable determination of charges to the applicable party. These readings shall be subject to tariff Rule 14 (b):

There will be a \$45.00 charge for extra meter readings between billing periods for the purpose of property transfers or rental property turn over.