
SECTION 5 – RULES AND REGULATIONS (continued)Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)**2.10 PAYMENT FOR SERVICE**

Bill payment options include:

- US Mail.
- Automatic withdrawal from the Customer's bank account.
- ~~Automated phone system or Company phone representative~~
payment.
 - ~~Company website.~~
- Online Electronic payment.
- Authorized walk-in payment location—~~third party processor may charge the Customer directly for any transaction fees.~~
 - ~~Credit and debit card—third party processor may charge the Customer directly for any transaction fees.~~
- Other options may be added as they become available.

Acceptable forms of payment include cash, physical check, electronic check, debit and credit card or other forms of payment acceptable through third party processors. All forms of payment may not be accepted for each payment option and may not be available if the Customer has a history of dishonored payments. Third party processors may charge the Customer directly for any transaction fees.

Physically delivered payments are considered received the same day. Electronic payments are considered received when the electronic payment notification is received. Bills are considered paid timely if paid on or before the due date of the bill.

Failure to receive a bill will in no way exempt a Customer from obligation to make payments within the regular specified time.

Late Payment

Late payment charges of one and one-half percent (1.5%) will be charged on unpaid balances.

One (1) late payment charge will be forgiven each calendar year. The Customer will be notified on the next bill when the forgiveness has been granted.