

Rules and Regulations for Customer Service

Bowling Green Municipal Utilities
Bowling Green, Kentucky

1. Application For Service – Each prospective Customer desiring electric and/or water-wastewater service shall be required to complete BGMU’s Application for Service form, before service will be supplied by the Utility. Each Customer will be required to show one form of valid government issued photo identification and Social Security number at the time of application. Applicants for service may be subject to an online screening to verify identity. All applicants must be at least 18 years of age. An existing residential Customer with at least 12 months of satisfactory payment history may transfer service locations with a phone call to BGMU during normal business hours. Obtaining service requires the payment of an application fee.

Commercial and Industrial Customers whose service requirements are 50 kW or greater or otherwise vary from standard usage as determined by BGMU Management, may be required to sign a power service contract. All power Customers of BGMU are subject to the provisions of the wholesale power contract between BGMU and TVA.

2. Deposit - A security deposit may be required to establish service with BGMU. Deposits are required to be paid at the time of accepted application. Deposits are non-transferrable from one service address to another or from one customer to another. Based on the Customer’s payment history, inflation, or an increased use of service, BGMU may require any customer to increase the deposit to a two months’ average bill amount.

A. Commercial/Industrial Security Deposit

A deposit or suitable guarantee (letter of credit or surety bond) equal to twice the average monthly bill will be required before service is established. Upon termination of service, deposit may be applied by BGMU against unpaid bills of Customer, and if any balance remains it shall be refunded to the Customer.

B. Residential Security Deposit

i. New Customers -A security deposit may be required to establish service with BGMU. Deposits are three tiered (\$0, one month average bill, and a two month average bill) based on a practical credit score rating.

Any applicant who refuses to provide a Social Security number shall be deemed a credit risk and shall be subject to a deposit based on a two month average bill.

ii. Previous Customers - A security deposit may be required to re-establish service with BGMU. Deposits are three tiered (\$0, one month average bill, and a two month average bill) based on past payment history with BGMU.

C. Landlord/Volume Status

Landlords will be required to place a minimum deposit of \$100.00 to be put on Volume and/or Landlord status. This will remain on file until all bills are paid and they have been taken off Volume and/or Landlord status. Should a Landlord obtain more than two (2) services, there will be an additional deposit of fifty dollars (\$50.00) per unit required. A deposit based on a two month average bill could be required, per location, in the event the service remains in the Landlord's name.

D. Cash Deposits

Cash deposits will earn interest consistent with policy approved by the BGMU Board. Upon demand by customer, interest which has accrued through December 31 will be paid at any time during the following year.

Upon termination of service, deposit(s) and interest will be applied to any unpaid balance. Any remaining deposit amount, after all accounts have a zero balance, will be refunded to the customer.

3. Application Fees – A Customer application fee will be required for each utility service in a Customer's name. This fee will be thirty-five dollars (\$35.00) for electric service and thirty dollars (\$30.00) for water and/or wastewater service. The application fees will be collected at time of application for service. The fee for an after hours application is sixty dollars (\$60.00) per meter and will be charged on the Customer's first monthly bill.

Landlords/Volume Customers, who require service for a limited time for maintenance, repairs, vacancy, etc. shall pay ten dollars (\$10.00) per meter service application during business hours provided the service is active. If the service has been disconnected, the charge will be twenty dollars (\$20.00) per meter service application during business hours and sixty dollars (\$60.00) per meter service after business hours.

4. Billing - The Utility shall bill each Customer on a monthly basis, according to the applicable rate schedule for all services, lease agreements, and all charges due under the current Warren County Fiscal Court Ordinances for sanitary garbage collection, storm water billing and recycling. Said bills shall show each charge separately. All monthly charges shall be due on the final date shown on said monthly bills.

Failure to receive a bill will in no way release the Customer from due dates or any other related obligations. Inquiries concerning charges for electric, fiber optics, water, wastewater services and lease agreements, should be directed to BGMU at 801 Center Street (270-782-1200). BGMU can also provide information concerning current franchise carriers for sanitary garbage collection and recycling services, upon request.

BGMU attempts to read each Customer's meter monthly. Occasionally, due to conditions outside of BGMU's control, a Customer's meter reading may have to be estimated. Those conditions may be due to snow or ice covering the water meter pit, meter failure, dead meter, locked gates or vicious animals.

Occasionally a Customer may experience a higher bill. In many instances the higher bill is the result of a period of extreme hot or cold temperatures during the Customer's billing cycle. A Customer may request a re-read of their meter. BGMU reserves the right to charge the requesting customer a \$30.00 trip charge if, in BGMU's estimation, the re-read indicates the original reading was accurate.

Levelized Billing is an option which provides residential Customers with a more even monthly payment because it levels out the heavy consumption/billing months in summer and winter. The Levelized Billing program computes payments based on a rolling average consumption each month. To be eligible for Levelized Billing, the Customer must have lived at the current residence for one year and have a zero (\$0.00) balance. If payment is not received by the due date, the Customer may be removed from the Levelized Billing Program. Contact a Customer Service Representative to request to sign up for Levelized Billing.

The due date for payment on all bills will not be less than fifteen (15) days after the date of the bill. Bills paid on or before the due date will be payable at the net amount. Payments made after the due date will be subject to a late payment charge. The late payment penalty charge will be five percent (5%) on the electric, water, wastewater, sanitation, recycling fee and lease agreements shown on bill. Sales and school tax are excluded from penalty charges. If the due date falls on Saturday, Sunday or any holiday

that the Utility observes, the next business day following will become the due date. If remittance is made by mail, the postmark date will become the date of payment.

If the Customer violates any of these rules and regulations and/or becomes delinquent in the payment of the Customer's bill, BGMU may employ an attorney or attorneys to protect its rights thereunder; and in the event of such employment following any violation by the Customer and to the extent allowed by law, the Customer shall pay reasonable attorneys' fees and expenses incurred by BGMU, whether or not an action is actually commenced by law against the Customer by reason of the violation. The Customer agrees to indemnify BGMU from all loss, damages and expenses, including attorneys' fees incurred in connection with any suit or proceeding in or to which BGMU may become a party for the purpose of protecting or asserting any lien that it may have for the collection of any account owed.

5. Payments - Customers of BGMU may choose from the following payment options. Some of the following payment methods may not be applicable to fiber services.

	Checks	Cash	Credit/Debit Card	e-Check
Mail	✓			
BGMU Office	✓	✓	✓	
Other locations*	✓			
Phone**			✓	✓
On-line (www.bgmu.com)				✓
Check-O-Matic ***	✓			

* For a current list of other convenient locations to pay a BGMU bill, a Customer may call 270-782-1200 or visit BGMU's website at www.bgmu.com.

** Processing fees may apply

*****Check-O-Matic** is a plan whereby the Customer authorizes BGMU to draw a draft on the Customer's bank account to cover the net amount of Customer's utility bill each month. These drafts are to be drawn no sooner than 2 business days prior to the due date. The Check-O-Matic plan places the responsibility for timely payment of the Customer's bill on the Utility and relieves the Customer of the possibility of having to pay a late payment charge due to oversight. The Customer will receive a bill each month which will be marked "Paid by Check-O-Matic." If more than two (2) drafts are returned for any reason within any 12-month period, Customer will be removed from Check-O-Matic service for at least a 12-month period. Applications for Check-O-Matic may be obtained at the main office of BGMU or online at www.bgmu.com.

6. Discontinuance or Refusal of Service by BGMU -

A. Discontinuance of Service for Non-Payment of Utility Bill - If payment of the utility bill has not been received by BGMU on or before the due date of the bill, a second notice will be mailed to the Customer. All services are subject to disconnection if payment has not been received on or before the tenth (10th) day following the due date of the bill. BGMU will send its representative to the Customer's premises to disconnect service. The charge is thirty dollars (\$30.00) per trip. If the Utility representative cannot determine whether or not discontinuance of service would endanger life or property, a notice may be left on the door giving a 24-hour extension for payment.

B. Refusal of Service for Non-Payment of Former Services - Service may be refused to any Customer who has a delinquent account with the Utility for any past service. Service may also be refused should it be evident to the Utility that the applicant is residing with a former Customer who still owes for prior services rendered by the Utility.

C. Discontinuance or Refusal of Service for Reasons Other Than Non Payment - BGMU may refuse to connect service or may discontinue service for the violation of any of its Rules and Regulations, Schedule of Rates and Charges or any contract between the Utility and the Customer. The Utility may discontinue service to the Customer for theft of utility services or for the possession of theft devices on the premises of the Customer. The discontinuance of service by the Utility for any cause does not release the Customer from obligation to the Utility for any services rendered. In addition, BGMU may refuse or discontinue service if property is deemed unsafe or in violation of State or City codes or at the request of Electrical Inspector or Fire Department official.

D. Discontinuance of Service in the Event of Electricity or Water Emergencies or the Potential Shortage in the Availability of Service - BGMU reserves the right to limit or deny service according to the guidelines stated in the TVA Emergency Load Curtailment Plan for electricity and Chapter XXXIII of Code of Ordinances of City of Bowling Green related to water shortages. (See also Section 16.)

7. Returned Check Charges - When a check or other payment is returned to BGMU by the Customer's bank, a thirty dollar (\$30.00) service charge will be applied. If a Customer has two returned checks within a 12-month period, the Utility has the right to refuse any further personal checks from the Customer for at least a 12-month period. If your bank has notified you of a returned check, contact BGMU as soon as possible to prevent

disconnection of services. If trips are made to disconnect service, a thirty dollar (\$30.00) service fee per trip will also be assessed to the Customer's account.

8. Right to Hearing and An Appeal - The Customer has the right to request a hearing with the Director of Customer Service or a person designated to act in the Director's absence to resolve questions pertaining to the amount billed to the Customer by the Utility or pertaining to the Customer's rights to be served by the Utility. The Customer may make the request by calling the Director of Customer Service at 270-782-1200, by writing or by coming to the office of BGMU, 801 Center Street, P. O. Box 10300, Bowling Green, KY 42102-7300.

If the Customer's claim is not resolved by the Director of Customer Service to the Customer's satisfaction, the Customer has the right to appeal to a three-person hearing committee appointed by the General Manager of the Utility or his/her designee, if the appeal is made within 24 hours of the decision rendered by the Director of Customer Service. This committee will weigh evidence presented by the Customer and the Director of Customer Service. The Customer has the right to have a representative at the hearing, to testify, and to present witnesses. The Customer has the right to examine the Utility's records pertaining to the Customer's service. Customer's service will not be terminated during the hearing process. The Customer has the right to a post-termination hearing if there was no hearing before termination, if such post-termination hearing is requested within 48 hours after the termination.

9. Reconnection Charge - If electric or water service has been disconnected by the Utility for nonpayment of a bill, a returned check or failure to comply with Utility regulations or agreements, reconnection charges will be collected by the Utility before service is restored. There will be a thirty dollar (\$30.00) reconnect charge, during Utility business hours, for anyone whose service has been disconnected for nonpayment; the charge is sixty dollars (\$60.00) after Utility business hours. If electric service is disconnected at the transformer instead of the meter, actual cost of connection or a minimum of seventy-five dollars (\$75.00) will be collected before service is restored.

10. Use or Loss of Water or Electricity on Customer's Premises - The Customer will be responsible for maintaining all electric and water facilities on Customer's side of the meter. The Customer will be responsible for all maintenance of the sewer lateral (including but not limited to all grease, root and debris removal) from the Customer's building to the BGMU main. If failure of the customer's sewer lateral occurs due to a collapsed pipe under a public street, BGMU will repair said pipe after proof has been made of the collapse. The Customer will be responsible for payment of all electricity and water which is registered on the meter serving Customer's premises. Billing for

wastewater service will be based on the water meter readings. If evidence shows water was lost due to a leak on the Customer's side of the meter and it did not enter the BGMU sewer lines, the wastewater charge may be adjusted to the average of the previous six months. If Customer can verify that above normal water consumption is the result of outside use, such as cleaning, washing, irrigation or other water process, where water is not returned to the wastewater lines, the Utility may adjust the wastewater charge to the average six months usage. A plumber's affidavit or materials invoice list may be required to receive an adjustment for leaks. This adjustment may be denied by the BGMU Board or management due to circumstances that affect the operation of the Utility or in the event of a water shortage.

For residences and businesses, the Utility may attempt to locate a water leak between the meter and outside entrance of the water service to the residence or building. This service will be provided at no cost to the Customer. For commercial establishments, if a leak is suspected inside the building, the Utility may attempt to locate the leak on an hourly cost basis for labor and equipment. The Utility, however, will not guarantee the accuracy of the results for this "inside" service and will not assume any liability or responsibility for providing the service.

11. Meter and Other Tests - The Utility will, at its own expense, make periodic tests and inspections of its meters in order to maintain a high standard of accuracy. The Utility will make additional tests or inspections of its meters at the request of the Customer. Meters not tested within the last eight years will be tested at the Utility's expense. If the meter has been tested within the last eight years and if tests made at the Customer's request show the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in the Customer's bill and a test charge of fifty dollars (\$50.00) will be paid by the Customer. This charge will be shown on the Customer's next monthly utility bill. In case the test shows the meter exceeds two percent (2%), fast or slow, an adjustment will be made in the Customer's billing for only the billing period prior to the test and there will be no charge for the testing. Customers requesting pulse outputs from meter installations shall bear all expenses incurred by BGMU to provide pulse delivery.

BGMU cannot issue statements of whether or not a home or business is connected to a sanitary sewer without performing a dye test to determine the status. The dye test will be performed for a fee of fifty dollars (\$50.00), payable in advance, or this test can be conducted by a licensed plumber. An appointment can be arranged for wastewater line dye testing by contacting the Water/Wastewater Engineering Department at 270-782-1200.

12. Security Lighting on Customer Premises - A Customer making application for security lights must mark the appropriate line of the application card. BGMU will install the desired size photo-electrically controlled type security light and furnish the electricity for a flat monthly rate as shown in the Outdoor Lighting Rate Schedule. If the fixtures can be installed on existing poles, there is a charge of sixty dollars (\$60.00). If additional poles are required, the Customer will pay for the installation prior to receiving service at an estimated cost for installing this type of facility. If there is a simultaneous off and on at the time of application, there will be no charge for the turn on. The sixty dollar (\$60.00) fee may be collected at the time of application or may be added to the Customer's next monthly bill.

The Customer agrees that the security light fixture and wire will remain the property of BGMU and may be removed at any time by BGMU upon failure to pay the charges set forth, or when deemed necessary by BGMU. Facilities paid for by the Customer shall remain the property of the Customer. Removal, relocation, replacement or required maintenance of Customer owned facilities shall be at the Customer's expense.

The Customer further agrees to notify BGMU when the security light fails to turn on or operate properly, and BGMU shall make reasonable effort to service the unit within two business days. Security lights will be serviced during business hours only. Further, the Customer agrees to protect the unit from damage insofar as possible.

13. Customer's Responsibility for BGMU Property - All meters, fire hydrants, valves, service connections and other equipment furnished by the Utility shall remain the property of the Utility. The Customer shall provide a space and exercise proper care to protect the property of the Utility. In the event of loss or damage to the Utility's property arising from neglect of the Customer to care for same, the cost of the necessary repairs or replacements shall be paid by the Customer. In the event that location of underground connection is necessary, the Utility requires two working days notice prior to any excavation. This notice is in conjunction with the KY 811 (Before You Dig) requirements. The contact phone number is 811 or can be accessed via the web at www.Kentucky811.org.

14. Utility Easements and Rights of Access - BGMU employees, properly identified by a BGMU identification card, shall have access to the 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 Utility. Access privileges are assured by right-of-way conditions, which forbid obstacles such as buildings, fences and other permanent structures, locked gates, planting of trees and shrubs, dogs and other animals, from prohibiting entrance/exit and proper working area. The Utility may allow fences on the

right-of-way easement but requires the Customer to install a ten-foot wide gate, which allows access to the facilities by BGMU vehicles. If the owner chooses to lock the gate, the Utility requests access to the key or that the Customer make arrangements for meter reading with the Meter Reading Department on the first day of each month.

If construction is planned that will prohibit access to Utility meters or other facilities, the Customer should contact the BGMU Engineering Department for assistance in possible relocation of the facilities. Since trees growing in Utility lines or overhanging within the Utility's easement are a constant problem, the Utility enforces a tree trimming policy in conjunction with its easement agreement. Since trees and shrubs planted over water and sewer lines are also a problem, BGMU also enforces a buried pipeline clearance policy in conjunction with its easement. The standard Utility easement agreement states, "The Grantee (BGMU) shall have the further right from time to time to cut down and clean away any trees within or on either side of said easement which now or hereinafter in the opinion of the Grantee may be a hazard..." A complete copy of the tree trimming policy and pipeline clearance policy may be obtained at www.bgmuh.com or from the BGMU office at 801 Center Street.

15. Termination of Service by Customer - Customers who wish to discontinue service must give at least three (3) days' written notice to that effect, unless the contract specifies otherwise. Notice to discontinue service prior to the expiration of the contract term will not relieve the Customer from any minimum or guaranteed payment specified by the contract or applicable rate schedule.

16. Interruption of Service - BGMU will use reasonable diligence to provide a regular and uninterrupted supply of electricity, water and wastewater service, fiber optic services (including Internet and phone); but in case the supply of either should be interrupted or disturbed for any cause, the Utility shall not be liable for damages resulting therefrom.

17. Notice of Trouble - The Customer shall notify the Utility immediately should service be unsatisfactory for any reason or should there be any defects, trouble or accidents affecting the supply of electricity, water, wastewater, or fiber optic service. Such notice may be made by telephone, 24 hours a day, at 270-782-4302. This notice should precede any calls to plumbers, electricians, contractors, etc. to possibly save the Customer fees from these providers.

If a BGMU service call is requested during normal business hours and a problem exists within the facilities for which the Customer is responsible, a service charge of thirty dollars (\$30.00) will be billed on the Customer's next monthly bill (service charge for a service call outside of normal business hours will be sixty dollars \$60.00). If the problem

exists within the area of BGMU's responsibility, the Customer will not be charged. BGMU is not responsible for and cannot make inside repairs.

18. Meter Tampering - It is unlawful for anyone other than BGMU personnel to make meter connections or any form of alteration to standard utility services. If evidence indicates any form of alteration, the Customer being served at that meter location, in addition to all other penalties that may be provided by law, shall be subject to the following penalties:

- A. A \$100.00 minimum meter tampering charge, per meter, per offense.
- B. A \$200.00 minimum meter tampering charge, per meter for second offense.
- C. A \$300.00 minimum meter tampering charge, per meter for the third offense and shall be subject to prosecution.
- D. Trip fees may be assessed.
- E. All costs related to damages to BGMU property affected.
- F. Discontinuance of service until all existing utility bills plus estimated usage deemed appropriate are paid in full.

19. Discounts on Water and Wastewater Bills - In order to establish eligibility for a ten percent (10%) discount on the first seven (7) units of water and wastewater service during a discount period, as prescribed by the Code of Ordinances of the City of Bowling Green, the Customer must:

- A. Verify in writing and under oath on forms prescribed by BGMU that the income of the Customer, when added to the income of all other members of the household, did not exceed \$22,000.00 during the qualifying period; and
- B. Provide copies of requested documents that relate to the income of the Customer and other members of the household.

Should a Customer submit evidence of certification by the Kentucky Cabinet for Health and Family Services for eligibility to receive food stamps during the entire discount period, BGMU may waive the requirements set out in paragraphs A and B above.

The underscored words in the foregoing paragraphs shall have the following meanings:

Discount Period: The 12-month period beginning July 1 and ending June 30, and each succeeding 12-month period.

Customer: The person in whose name the water and/or wastewater bill is rendered and who resides in the dwelling unit served by the meter relating to that water and/or wastewater bill.

Income: "Adjusted Gross Income" as defined in the Internal Revenue Code plus:

(A) Tax Exempt Interest.

(B) Tax Exempt Portion of Social Security Benefits or Railroad Retirement Benefits.

(C) All other tax exempt benefits based upon age, disability or need.

Members of the Household: All persons, regardless of relationship, who reside in the dwelling unit served by the meter referred to above.

Qualifying Period: The calendar year immediately preceding the beginning date of the discount period. Eligibility for the discount period must be established during the month of June immediately preceding the discount period.

20. Information to Customers - BGMU shall inform Customers about rates and service policies by making such information available upon application for service and at any other time upon request. The Utility, upon request by owner of a residence or business, etc. shall provide a statement of the monthly consumption for the prior twelve (12) months if it is reasonably ascertainable. The Utility, as it determines appropriate, shall utilize channels such as mail, e-mail, newsletter, website, newspaper, billing inserts and messages, radio and television to inform Customers about rates and service policies and changes to those policies.

21. Water Attachment Fees

Water Service Size	Attachment Fee
5/8" size*	\$570.00
1" size*	\$815.00
2" size & above	Total based on determined deposit plus estimated amount of attachment to be prepaid at time of request. Final charge based on actual cost of installation. Overpayment will be refunded; actual cost in excess of prepayment invoiced to applicant.
*Applications for small meters (5/8" and 1") may be submitted online.	

Each additional service to an existing lot shall be billed on a time and material basis. Total estimated amount is to be prepaid at time of application. Final charge is based on actual cost of installation. Overpayment will be refunded; actual cost in excess of prepayment will be invoiced to applicant, less predetermined deposits when applicable.

All fees are due upon request for attachment.

22. Sewer Attachment Fees

Sewer Tap Size	Service Charge
4" size	\$990.00
6" or larger	Total estimated amount to be prepaid at time of request. Final charge is based on actual cost of installation. Overpayment will be refunded; actual cost in excess of prepayment will be invoiced to applicant.

All fees are due upon request for attachment.

23. Extension of Water and Wastewater Service - Since 1975, the following rule has been the policy of BGMU with respect to the extension of water and wastewater service to unserved areas.

A. Improvements External to Applicant's Property. If an applicant for new service by BGMU pays to BGMU the cost of extending, greater than 100 feet, any requested water or sanitary sewer line to the applicant's property, the applicant shall be entitled to a pro-rata refund of costs for each subsequent connection to that line by others until the line reaches its designated capacity. The amount of the refund shall be the pro-rata portion of the original extension price as determined by the discharge flow (as measured in gallons per minute) of the new connection compared to the water or sanitary sewer line's designated capacity (as measured in gallons per minute). The applicant shall contact BGMU to determine the designated capacity of the subject water or sanitary sewer line. In no event shall the refund amount exceed the amount paid by the applicant. The refund period shall extend for a period of ten (10) years from the date the facilities extending service to the applicant's property are accepted by BGMU.

PROVIDED, however, no applicant shall be entitled to a refund for the cost of such extension as provided above unless the following occur:

- i. The applicant makes a written request to BGMU for such extension. The applicant shall perform and be responsible for all design, engineering, and inspection costs for the project.
- ii. The application is accompanied by applicant engineering estimate (based on BGMU specifications) of the cost for such extension.
- iii. The application is accompanied by certified or cashier's check payable to BGMU equal to the engineering estimate.
- iv. BGMU publicly bids the project, hiring a contractor pursuant to such bid, and funds the project with applicant funds (including advertising and bidding costs).
- v. Upon completion of the project, an audit will be performed by BGMU. If the cost exceeds the applicant estimate, the applicant shall pay BGMU the difference within thirty (30) days after receipt of billing; further, if the cost is less than the applicant estimate, applicant shall be refunded the excess amount within thirty (30) days after completion of the audit.
- vi. Refunds will be made to the applicant within thirty (30) days after receipt of payment by BGMU from additional customers whose service line is directly connected to such extension line.

B. Improvements Internal to Applicant's Property. No refund shall be paid to an applicant for utility improvements internal to the applicant's property when the applicant subdivides and develops his property pursuant to and in accordance with the Rules and Regulations of the City-County Planning Commission of Warren County. However, an applicant may elect to seek refunds from lot purchasers in the form of privilege fees for all or a portion of the cost of water and/or sewer lines if, and only if, the applicant executes all forms required by BGMU Management and complies with all the rules and regulations of BGMU.

C. Improvements Developed by BGMU. If water and/or sewer lines are developed by BGMU to extend those lines to previously unserved areas, then the costs for those extensions may be allocated to property owners served by the new lines when a property owner requests water and/or wastewater service. Methodology for allocating those costs for reimbursement by these property owners for each area of development shall be established by the BGMU Board.

24. For Electric, Water and Wastewater Service - Regulations relating to construction, reconstruction, developments, commercial and industrial Customers are available at the office of BGMU and may be inspected during regular business hours. Copies may be obtained upon payment of the applicable fees.

25. Scope - The Rules and Regulations and applicable rate schedules are a part of all contracts for receiving electric, water and wastewater service and apply to all services provided by BGMU, whether the service is based upon contract, agreement, signed application or otherwise. The Rules and Regulations for Customer Service shall be applied without regard to race, color, religion, age, gender, national origin, or marital status.

26. Open Records Request - Certain documents and records are available for public review. BGMU has established guidelines pursuant to the Kentucky Open Records Act. Permission to inspect or copy documents may be obtained by written request to the Official Custodian. A copy of the BGMU guidelines concerning Open Records Request is available at the BGMU office located at 801 Center Street, Bowling Green, Kentucky.

27. Revisions - The Rules and Regulations and applicable rate schedules may be revised, amended, supplemented or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the present Rules and Regulations and applicable rate schedules.

(Footnotes)

1. Referred to hereafter as "BGMU" or "Utility".

2. "KRS 96.539 ***Development of Rules to Govern Extension of Water and Sewer Service by City.***

Any water or sewer utility owned by a city shall develop rules to govern extensions of service to unserved Customers in areas. These rules may require that the applicant or applicants for new service pay to the new utility all or part of the cost of extending utility lines. Where such payment is required, however, the cost of any extension greater than one hundred (100) feet per applicant shall be subject to refund by the utility on a prorated basis for each additional Customer whose service line is directly connected to the extension line paid for by the initial applicant or applicants. The refund period shall extend at least ten (10) years, and in no case shall the refund amounts exceed the amount paid. Nothing in this section shall be construed to prevent a water or sewer utility from adopting extension or refund policies which are more lenient to Customers than are herein specified."