The Revised Policy is Effective August 21, 2018
CUSTOMER CARE POLICY MANUAL

Commission of Public Works
Greer, South Carolina

Physical Address: 301 McCall Street  Greer, SC 29650
Payment Address:  PO Box 160  Greer, SC 29652
Correspondence Address:  PO Box 216  Greer, SC 29652

Telephone- 24 hours a day:  (864) 848-5500
Lake Robinson & Lake Cunningham:  (864) 895-3645

http://www.greercpw.com
E-mail: Info@greercpw.com
Facebook:  www.facebook.com/greercpw
Twitter:  http://twitter.com/GreerCPW

Mission Statement

To serve our community by providing safe, high quality, and reliable water, natural gas, electric and wastewater services in an environmentally and fiscally responsible manner consistent with sound business principles.
OFFICE HOURS

Our hours are Monday through Friday from 8:00 a.m. until 5:00 p.m.

Greer CPW will be closed to observe the following holidays:
   New Year’s Day          Martin Luther King Day
   Good Friday             Memorial Day
   Independence Day        Labor Day
   Thanksgiving Day and the day after
   Christmas Eve and Christmas Day

When a holiday falls on a Saturday, the holiday will be observed the preceding Friday. When a holiday falls on Sunday, the holiday will be observed the following Monday.

ASSISTANCE FOR HEARING-IMPAIRED CUSTOMERS

Hearing-impaired customers can use the Relay South Carolina telephone number to communicate with Greer CPW. A Greer CPW customer service representative can be reached by calling:

    Relay South Carolina (TTY) at 711 or 1-800-735-2905
    (available 24 hours a day, seven days a week)
CONTACT INFORMATION

Commissioners: Perry Williams
Gene Gibson
Jeff Howell

General Manager: Mike Richard
mike.richard@greercpw.com

Manager of Finance and Administration: Chuck Reynolds
chuck.reynolds@greercpw.com

Operations Manager: Marc Reiger
marc.reiger@greercpw.com

Customer Service Supervisor: Denise Belcher
Denise.belcher@greercpw.com

Manager of Electric Operations: Tony Farr
tony.farr@greercpw.com

Manager of Gas Operations: Rob Rhodes
rob.rhodes@greercpw.com

Manager of Water & Sewer: Ronnie Turner
ronnie.turner@greercpw.com

Chief Water Plant Operator: Brad Nelson
brad.nelson@greercpw.com

Engineering & Planning Manager: Mark Harvey
mark.harvey.greercpw.com

Human Resources Manager: Ken Holliday
ken.holliday@greercpw.com

Chief Lake Ward/Security Manager: Mike Parris
mike.parris@greercpw.com
Preface

This Customer Care Policy Manual contains customer service, credit, collection, and billing policies that are now in effect.

The policies contained in this manual have been developed in a manner consistent with the Customer Bill of Rights as adopted by the Greer Commission of Public Works Board of Commissioners on March 26, 2012.

The policies are necessary to provide a structure that allows a complex process to be completed in a predictable and efficient manner. The established guidelines contain the conditions under which Greer CPW will provide service to residential and non-residential customers. The policies are applied without regard to race, color, creed, gender, national origin, affiliation, or marital status.

With the exception of the General Manager, or their designee, no officer, agent or employee of Greer CPW has authority to waive the provisions of this Customer Care Policy Manual unless specifically authorized to do so by the Board of Commissioners of the Greer Commission of Public Works. Any deviations or exceptions made by the General Manager, or their designee, shall be presented to the Board of Commissioners for review within 60 days. The Commission Board may delegate this authority from time to time as necessary. The Commission Board may revise this manual at any time and may modify or suspend any portion of it temporarily or permanently.

The policies contained in this document are subject to an annual review and may be amended from time to time as necessary.

This document supersedes all previous policies.
Customer Bill of Rights
March 26th, 2012

WHEREAS, Greer Commission of Public Works has the responsibility to efficiently and safely deliver reliable utility service to the residents, businesses and organizations within the Greer CPW service area, including: electricity, gas, sewer and water services, accurately metering usage of these services, issuing timely bills, and collecting payment for these and other services.

WHEREAS, in addition to providing utility service, Greer CPW has responsibilities in the following areas:

- Customer treatment: treat all Customers with respect, fairness, and equity.
- Billing: provide accurate and timely bills.
- Payment options: offer numerous payment options to Customers.
- Identity theft: protect Customers’ identity to the extent permitted by law.
- Safety: endeavor to conduct our business in a safe and prudent manner.

WHEREAS, in addition to receiving service from Greer CPW, Customers have responsibilities in the following areas:

- Identity: provide proof of identity so that Greer CPW knows with whom we are doing business.
- Payment: make timely payment for all services received.
- Access: provide a means for Greer CPW to safely access and read meters regularly.
- Notification: review bills and report any irregularities, questionable charges, or absence of charges in a timely manner.

WHEREAS, Greer CPW has in place policies and procedures that enable it to meet the responsibilities as outlined above, and to remedy situations where either Greer CPW or our Customers fall short of meeting their responsibilities. Of paramount importance is ensuring that Customers are offered enough payment options to assist them in meeting their utility bill obligations. The overriding intent of the Customer Bill of Rights is to serve, protect, and safeguard the interest of all Greer CPW customers.

WHEREAS, Greer CPW has the stewardship responsibility to discontinue service to Customers who have been unable to meet their financial obligations. Greer CPW will endeavor to prevent these situations from occurring. If and when these situations occur, every attempt will be made to remedy the situation using alternative methods short of service discontinuance, where possible.

NOW, THEREFORE BE IT RESOLVED that in formulating and applying these policies and procedures, Greer CPW has adopted the following Customer Bill of Rights:
1. Greer CPW will be truthful and forthright in our dealings with Customers, and all similarly situated Customers will receive the same service options.

2. To the extent practicable, Greer CPW will design business practices that address customer needs while maintaining a balance that promotes standard business requirements.

3. The decision to extend credit to Customers will be risk-based and consideration will be given to both the needs of the Customer as well as meet the business requirements of the Company.

4. Disputes will be settled promptly and in a consistent manner. It is incumbent on Greer CPW to establish its claims by a preponderance of evidence.

5. Greer CPW will assist Customers in minimizing their use of utilities through various energy conservation efforts.

6. Fees or charges assessed by Greer CPW will be only enough to recover costs.

7. After the appropriate procedural review and approval, any claim of loss by a Customer resulting from the actions or inactions of Greer CPW shall be given appropriate compensation.

8. Any qualified Customer will be provided the opportunity to rectify account arrears in accordance with a payment plan.

9. Greer CPW will not disconnect service to a residential Customer for non-payment during a period of life-threatening temperature extremes unless there is a hazardous condition or illegal situation associated with providing that service.

10. Greer CPW will make the policies governed by these Rights available to all Customers.

The above Resolution, upon motion duly made, was passed and approved by the Board of Commissioners of Greer Commission of Public Works at its regular meeting held on the 26th day of March, 2012.

The above Customer Bill of Rights will be subject to annual review.
CUSTOMER CARE POLICY MANUAL
Greer Commission of Public Works
Greer, South Carolina

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Greer CPW Customer Care Policies

100  General

100.10  Purpose

The purpose of this document is to establish fair and equitable policies governing the establishment of utility service, credit, billing, deposits and termination of service for all Greer Commission of Public Works (Greer CPW) customers. The responsibilities of the company, employees and customers are outlined herein. It is the expectation that all parties will demonstrate good faith in all transactions and disputes.

The policies are applied without regard to race, color, creed, gender, national origin or marital status. South Carolina law establishes the legal age of majority to be 18 years. Anyone younger than 18 years of age is considered minor; therefore, Greer CPW will not provide utility services to a minor without proper legal documentation.

100.20  Scope and Application

This document shall apply to electric, gas, water and sewer customers for the purposes of establishing:

- Rules and procedures governing eligibility for service(s), deposits, payment requirements, and disconnection of utility services
- Rules and procedures governing dispute resolution
- Rules and procedures governing the laws relative to unauthorized utility usage
- Rules and procedures governing special programs
- Rules and procedures governing customer rights

All attachments, more specially described as: Exhibits, A-FF, Disconnect Process, Payment Arrangement Timelines, Residential Service Agreement, and Non-Residential Service Agreement are incorporated by reference and expressly made a part of this Customer Care Policy.

This document does not include rules and procedures governing Contractual Accounts. These accounts will be governed by the individual contracts written for each Contractual Account.
100.30 Privacy Statement

Greer CPW strives to safeguard the security and integrity of its Customers’ information through procedures and technology designed for this purpose. Methods used to protect customer data include the following:

1. Limiting employee access to customer information to those who have a business reason to view this information. Employees are required to honor the Greer CPW Appropriate Use Policy which includes standards to protect customer confidentiality. Employees are subject to disciplinary action if they fail to honor the Appropriate Use Policy.

2. Maintain policies and procedures covering the proper physical security of workplaces and records. Maintain physical, electronic, and procedural safeguards according to federal, state, and local laws and ordinances. Greer CPW follows FACTFA Section 114 of the Federal Trade Commission’s Red Flag Rules.

3. Use technological means such as backup files, virus detection, prevention and removal software, firewalls, and other computer software and hardware to protect against unauthorized access or alterations to customer data.

4. Accurately collect and maintain customer information as a part of servicing the customer’s account and the customer relationship. Limit customer information collected to information reasonably related to Greer CPW providing services to customer.

6. Greer CPW does not share personal information except to comply with the law and to further serve our customers. Greer CPW does adhere to applicable legal requirements that subjects Greer CPW customer records to the Public Records Act.

7. Only share information with non-affiliated third parties when they are acting on our behalf or acting jointly with Greer CPW. Require independent contractors, outside companies, and governmental agencies to adhere to strict privacy standards regarding the safeguard of Greer CPW information.

8. Greer CPW does report information about customer’s accounts to On-Line Utility Exchange. Defaults on the utility account may be reflected in the customer’s credit report and/or consumer report.
Changes to Our Privacy Statement

Greer CPW reserves the right to modify, alter or amend this Privacy Statement at any time without notice. A revised statement shall be effective once posted on the website, and will govern your future rights and our obligations with respect to the use, disclosure and protection of personally identifiable information. We recommend that you visit www.greercpw.com periodically to review the current Privacy Statement. Continued use of our website after the posting of a revised Privacy Statement constitutes your acceptance of the revised statement. This Privacy Statement is not intended to and does not create any contractual or legal rights in or on behalf of any party.
110 Applications for Residential Service

110.10 Applicants for New Residential Service and Active Customers

All Applicants including Co-Applicants are required to provide the following:

- Valid Driver’s License or Identification Card Number
- Social Security Number
- Individual Tax Identification Number (deposit required)
- Completed Application for Residential Service (See Exhibit C)

Connection fees for new residential services are based on the type of metered service and quantity of services we provide at the location. If an account has two or more of the same type meter then there will only be one connection fee charged for the service.

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

See Fee Schedule for charges Section 190.10.

110.20 Applicants for Residential Service

Applicants for residential service are required to provide proof of residence to sign up for service and items included in section 110.10. Proof of residency may include:

- Lease/Rental Agreement, Rent Receipt or Signed Letter from Landlord (must specify name of responsible tenant, address and date of expected occupancy, cannot be handwritten)
- A settlement statement / HUD statement (See Exhibit H)
- Signed legal sales contract
- A tax notice for the property with the customer’s name and service address
- Homeowner’s insurance policy with name and address of location
- Deed / Title to property
- County tax website record reflecting owners name and service address
- Deposit required unless conditions are met in Section 140.20 Residential Deposit Requirements.

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).
Subleased properties:

Companies may handle subleasing differently; however, as long as the applicant has a lease, we will honor it. In some cases, the lease will be in the company’s name rather than their employee’s name.

If a debt has been left in the Landlord’s name, service will not be connected under the new tenant’s name until the debt is paid in full.

If the previous customer has a debt and closing has not occurred, the closing attorney’s office will be notified to collect the debt on Greer CPW’s behalf. If the closing has already occurred, service cannot be refused to the new owner.

110.30 Applicants for Transferred Residential Service

Applicants transferring leased/rented residential service from one active account to another are required to:

- Provide Lease/Rental Agreement, Rent Receipt or Signed Letter from Landlord (must specify name of responsible tenant, address and date of expected occupancy).
- Pay any past due bills.
- Pay additional deposit if payment history is not satisfactory (Refer to 140.20)

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

Transfers can only be requested by the primary account holder.

Subleased properties:

Companies may handle subleasing differently; however, as long as the applicant has a lease, we will honor it. In some cases, the lease will be in the company’s name rather than their employee’s name.

110.40 Agents for Residential Customers

Greer CPW offers applicants of residential service the capability of making application for services through an agent. In order to apply for service on another person’s behalf, the following documentation is required:

- Completion of a Designated Agent Form (See Exhibit I) by the customer of record or submission of a power of attorney properly authorized from the customer of record,
• Identification from the applicant as defined in subsection 110.10 and,
• Identification of the agent as defined in subsection 110.50.

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

110.50 Landlord Customers

Greer CPW offers applicants of residential service the capability of participating in the Greer CPW Landlord program. In order to sign up for this service, the following requirements must be met.

• Provide Proof of Ownership of a Rental type property
• Activate services in the name of the landlord
• Agree to automatic reconnect of service upon tenant disconnect (See Exhibit J)
• See Fee Schedule for associated fees

The program is designed to keep the service active at a rental property location as tenants at the location change. When the tenant requests a move-out, services are automatically transferred to Landlord account, which will remain active until new tenant signs up for service. If an account is cut for nonpayment and finalized out, the account will not automatically go into the Landlords name. The landlord must call to have service connected at no charge.

A management company may act on the behalf of a landlord. They do not own the property but are authorized to make decisions for the owner.

A realtor is commissioned by the owner to sell the property for a fee. If the customer of record is not the realtor, they are not authorized to make decisions for the owner. An account must be in a realtors name for them to make decisions regarding the account.

110.60 Conditional Service

If an applicant is unable to provide all documentation to establish service at the time of sign-up, then conditional service maybe granted for a period not to exceed two weeks. If documentation is not received within this time frame service may be disconnected without further notice.
120 Applications for Non-Residential Service

120.10 Applicants for Non-Residential Customers

All Applicants are required to provide the following:

- Valid Driver's License or Identification Number
- Social Security Number or Federal Tax Identification Number
- Completed Application for Non-Residential Service (See Exhibit K)

Connection fees for new non-residential service are based on the type of metered service and quantity of services we provide at the location. If an account has two or more of the same type meter then there will only be one connection fee charged for the service.

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

See Fee Schedule for Charges.

120.20 Applicants for Non-Residential Service

Applicants of Non-Residential accounts are also required to provide one of the following:

- Lease/Rental Agreement, Rent Receipt or Signed Letter from landlord (must specify name of responsible tenant, address and date of expected occupancy).
- A settlement statement / HUD statement (See Exhibit H).
- Signed legal sales contract.
- A tax notice for the property with the customer’s name and service address.
- Homeowner's insurance policy with name and address of location.
- Deed / Title to property.
- County tax website record reflecting owners name and service address.
- Deposit required unless conditions are met in Section 140.50 Non-Residential Deposit Requirements.

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).
If a debt has been left in the Landlord’s name, service will not be connected under the new tenant’s name until the debt is paid in full.

### 120.30 Applicants for Transferred Non-Residential Service

Applicants transferring leased/rented non-residential service from one active account to another are required to:

- Provide Lease/Rental Agreement, Rent Receipt or Signed Letter from landlord (must specify name of responsible tenant, address and date of expected occupancy).
- Pay any past due bills.
- Pay additional deposit if payment history is not satisfactory (Refer to 140.10).

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

Transfers can only be requested by the primary account holder.

### 120.40 Agents for Non-Residential Service

Greer CPW offers applicants of non-residential service the capability of making application for services through an agent. In order to apply for service on another person’s behalf, the following documentation is required:

- Completion of a Designated Agent form (See Exhibit L) by the customer of record.
- Identification from the applicant as defined in subsection 120.10.
- Identification of the agent as defined in subsection 120.50.
- Completion of a Corporate Resolution of the Directors (See Exhibit M).

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

### 120.50 Conditional Service

If an applicant is unable to provide all documentation to establish service at the time of sign-up, then conditional service maybe granted for a period not to exceed two weeks. If documentation is not received within this time frame service may be disconnected without further notice.
130 Applications for Builder/Developer Services

130.10 Applicants for New and Active Builders/Developer

All Applicants are required to provide the following:

- Valid Driver’s License or State Issued Identification Number Social Security Number Card or Federal Tax Identification Number
- Completed Application for Non-Residential Service (See Exhibit K)

Connection fees for new builder service are based on the type of metered service and quantity of services we provide at the location. If an account has two or more of the same type meter then there will only be one connection fee charged for the service.

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

See Fee Schedule for charges.

130.20 Agents for Builder Service

Greer CPW offers applicants of builder service the capability of making application for services through an agent. In order to apply for service on another person’s behalf, the following documentation is required:

- Completion of a Designated Agent form (See Exhibit L) by the customer of record.
- Identification from the applicant as defined in subsection 130.10.
- Identification of the agent as defined in subsection 130.20.
- Completion of a Corporate Resolution of the Directors (See Exhibit M).

Each applicant will be responsible for signing the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement (See Exhibits E, F, and G).

130.30 Contractor Service Request

Contractors who have had service with Greer CPW previously may utilize e-mail or fax for new service request. The forms should be completed and sent to Greer CPW at development@greercpw.com or by fax at (864) 968-2161. Your request will be processed within four (4) hours and we will notify you by e-mail or phone that your request has been completed. At your convenience, you can stop by our office during business hours with your payment and pick up your receipt (See Exhibit N).
140 Deposits

140.10 Security Deposit

A security deposit is assessed on accounts to protect the Utility against potential losses if customers default on payment obligations. Deposit policies are applied without regard to race, color, creed, gender, national origin, affiliation, or marital status in securing utility accounts.

140.20 Request for Deposit – Residential Customers

A deposit is required if the applicant receives an unsatisfactory credit rating from the Online Utilities Exchange, has left a bad debt, cannot obtain a co-signer, supplies a taxpayer identification number rather than a social security number or does not maintain a satisfactory payment history.

A deposit may also be required if:

- Customer has been disconnected for nonpayment two (2) times during a twelve (12) month period.
- Customer has had one (1) returned item in a twelve (12) month period.
- Customer has had one (1) returned item and one (1) disconnect of services in a twelve (12) month period.
- Customer has been disconnected for a returned item.
- Customer does not provide a social security number.
- Co-signer agreement has expired, and the customer has not established a satisfactory payment history, and the customer cannot obtain a new co-signer.
- Customer’s payment history is not satisfactory, and they are transferring to an account requiring an additional deposit.
- A customer may not sign up for Bank Draft in lieu of a deposit.

A deposit is not required if customer maintains a satisfactory payment history and meets the following conditions:

- Customer obtains a co-signer. Co-signer must have at least twelve (12) months of service with Greer CPW with no more than two (2) late payments, no returned items, and no disconnects for nonpayment in a twelve (12) month period. See Cosigner Requirements.
- Customer has been off Greer CPW services lines for no more than three (3) months, and while on our services lines, maintained a satisfactory payment history for twelve (12) months.
Cosigner Requirements

- Cosigner must have an active account in their name (primary account holder) with at least twelve (12) months service.
- Cosigner must have no more than two (2) late payments within past twelve (12) month period.
- Cosigner must have no returned payment items within past twelve (12) month period.
- Cosigner must have no disconnects for nonpayment within past twelve (12) month period.
- Cosigner must be present in person with a valid picture ID.
- Cosigner must complete the Cosigner agreement (See Exhibit O).
- Cosigner may only be an active cosigner for maximum of two (2) active accounts.
- Customers with payment arrangements or participating in the delayed penalty program are not eligible to become a cosigner.
- Residential account holders are not allowed to cosign for commercial accounts.
- Commercial account holders are not allowed to cosign for residential accounts.

Note: Cosigner becomes responsible for a period of one (1) year from the date of agreement; therefore, if the customer leaves a debt within that year, the cosigner is responsible for paying the debt.

140.30 Amount of Deposit – Residential Customers

The deposit for residential customers is calculated based on the average of the two highest bills incurred in the last twelve (12) months of service at the property address during occupancy which is multiplied by 1.00 (or 100%) for lower risk customers but for higher risk customers, the calculation is 1.25 (or 125%).

Greer CPW sets minimum deposits for residential accounts based on the number and type of services at the requested location.

See Fee Schedule for Residential Minimum Deposits.

Greer CPW sets maximum deposits for residential accounts

See Fee Schedule for Residential Maximum Deposits.

Deposit Arrangements

If a customer is unable to pay the deposit and the connection fee in full at the time of application, an arrangement can be made. Deposits may be taken in two (2) payments with the 1st payment and connection fee being due at the time of the application. The 2nd payment is due on the due date of the first bill rendered. Customers may speak with the Customer Service Manager or Supervisor if further arrangements are needed. If the customer does not keep the arrangement, the services may be disconnected without notice. Customer must complete a Deposit Arrangement Form (See Exhibit P).
140.40 Refund of Deposit – Residential Customers

- Deposits are refunded on the final bill only if a forwarding address is provided. If no forwarding address is provided the credit will remain on the account until the customer requests the refund.
- Deposits are refunded after 18 months of service with no more than two (2) late payments, no returned items and no disconnects for nonpayment. The deposit will be applied to the customer’s account. No check will be issued.
- Deposits will not be refunded for good payment history for account holders that signed up for service with an Individual Taxpayer Identification Number.

140.50 Request for Deposit – Non-Residential Customers

A deposit is required for all Non–Residential Customers unless an irrevocable letter of credit or surety bond is issued. Large commercial customers may also submit company financials indicating a reduced credit risk or bond rating worthiness.

140.60 Amount of Deposits – Non-Residential Customers

The deposit for non-residential customers is calculated based on the average of the two highest bills incurred in the last twelve (12) months of service at the property address during occupancy which is multiplied by 1.25 (or 125%). For new construction, a similar type business is identified and the average of the two highest bills incurred in the last twelve (12) months of service at the similar business is then multiplied by 1.25 (or 125%).

Greer CPW sets minimum deposits based on the number and type of services at the requested location.

See Fee Schedule for Non-Residential Minimum Deposits.

Greer CPW does not set maximum deposits on non-residential accounts.

140.70 Refund of Deposits – Non-Residential Customers

- Deposits are refunded on the final bill only if a forwarding address is provided. If no forwarding address is provided the credit will remain on the account until the customer requests the refund.
140.80 Request for Deposit – Builder Customers

See 140.50 Request for Deposit – Non-Residential Customers.

Builders who have established a satisfactory payment history will not be required to pay a deposit.

140.90 Amount of Deposits – Builder Customers

Greer CPW sets minimum deposits for multi-family/non-residential builder deposits based on the number and type of services at the requested location.

See Fee Schedule for Builder Minimum Deposits.

Greer CPW does not set maximum deposits for builder accounts.

141.00 Refund of Deposits – Builder Customers

- Deposits are refunded on the final bill.

141.10 Balance Refunds and Final Bills

- When all services have been disconnected by request or for non-payment, Greer CPW will:
  - Render a final bill for services up to the disconnection date, and
  - Render a second final bill indicating the amount of the deposit applied and the balance remaining to be paid or credit to be issued.
- Greer CPW may transfer any credit balance or unpaid balance to a customer’s active account or inactive account with a past due balance. Notification will be sent to the customer when a balance transfer is made.
- Greer CPW shall apply deposits on closed accounts and refund excess credit by check.
- If another party other than the customer of record pays a deposit, the refund will be issued to the customer of record unless otherwise noted.
- All refund checks are forwarded to the mailing address listed on the account of the customer of record.
- When refunds are not deliverable, the refund will be maintained by Greer CPW for a period of two (2) years. After two (2) years, the unclaimed refunds will be turned over to the State of South Carolina.

141.20 Interest on Deposits – All Customers

Greer CPW does not pay interest on customer deposits.
150  Special Conditions

150.10  Bankruptcy

Greer CPW adheres to applicable bankruptcy laws. The customer has the responsibility of notifying Greer CPW when a bankruptcy has been filed. Greer CPW will not hold the customer responsible for any charges protected by the bankruptcy filing, pursuant to appropriate laws. Any deposits held on the pre-bankruptcy account will be applied to the debt. A new deposit will be required for the post-bankruptcy account.

150.20  Non-Sufficient Funds

In the case that an item is returned for non-payment by the bank, a non-sufficient funds fee applies to the account and a letter is mailed to notify the customer of the returned item (See Exhibit Q). A returned item must be satisfied within seventy-two (72) hours. Another type of payment is required for payment on a returned item.

If an item is a chargeback, a non-sufficient funds fee applies to the account and a letter is mailed to notify the customer of the chargeback (See Exhibit Q). A chargeback must be satisfied within seventy-two (72) hours. Another type of payment is required for payment on a chargeback item.

If a customer has two (2) returned payment items or two (2) chargebacks within a twelve (12) month period, then they are not allowed to pay with that method for a period of twelve (12) months from the date of the second returned payment item or chargeback. See Fee Schedule.

150.30  Utility Tampering – Unauthorized Usage (Diversion charges)

Any altering, tampering with or bypassing electric, gas or water meters is prohibited by law and Greer CPW may, at any time, without notice, discontinue the supply of service to the customer and remove meter(s) and equipment. Service will not be restored to such customer until payment has been made to Greer CPW for all of the costs involved, to include payment for any damage(s), non-metered consumption, and costs associated with the investigation. A deposit may also be required.

- "Diversion and tampering" shall be defined as any means of unauthorized action taken by any person or persons that has the effect of circumvention, or alteration of the accuracy of any billing meter and/or associated device(s), whether accidental, purposeful, fraudulent or otherwise.
- Greer CPW shall attempt to recover, by administrative means, any lost revenue and associated costs of property damage, manpower, and equipment charges related to the diversion and/or theft of electricity, gas or water, and when un-
collectible in this manner, to prosecute by civil or criminal action, the person or persons responsible for, or receiving benefits from, diversion of service(s) and/or theft of service(s).

- The customer shall protect the property of Greer CPW, installed on the premises, from being damaged, destroyed, tampered with, or diverted. The customer shall not permit persons other than employees or agents of Greer CPW to cut or remove any metering seals. The customer, customer’s acquaintances, or members of their families shall not disconnect or connect any meter, nor shall they disturb, tamper with, or divert water, gas or electric power, electrical wiring, or associated equipment which is the property of Greer CPW.

- The customer, customer’s acquaintances, or members of their families shall not attach, at the metering point, any device which may or could cause there to be no registration and/or incorrect registration of usage.

150.40 Water Leak and Sewer Adjustment

If a customer has a water leak and can provide proof that the leak was repaired, the customer may provide a written statement to include the customer’s name, address, when the leak was repaired, and a description of the repairs. The Customer Service Supervisor may elect to adjust the water or the sewer consumption portion of the bill, whichever is the highest. Only one adjustment per customer, per calendar year is permitted. Adjustments will be calculated by using a 12-month average and adjusting off half of the overage that was billed.

If a customer has a leak repaired within the first couple of months of service, they will be required to wait at least six (6) months before an average can be determined for an adjustment.

Note: Adjustments are not granted on toilets or leaking faucets inside the home, nor are adjustments given towards electric or gas consumption for water heater leaks.

Note: A one-time only sewer adjustment per account will be granted for the filling of a swimming pool.

150.50 Disconnection Notice

- The day the late penalty is applied, a notice will be mailed advising of the amount owed, the date to pay by to avoid disconnection and additional fees.
- On or about five (5) days after the due date, Greer CPW will attempt to place an automated phone call advising the customer of the amount owed and date to pay by to avoid disconnection and additional fees.
- On or about one (1) day before disconnection, Greer CPW will attempt a 2nd automated call advising the customer that if payment is not received by 10:00 am the following day, service(s) will be disconnected.
• Greer CPW will not be responsible for incorrect telephone numbers on customer accounts, or incomplete phone calls.
• An attempt will be made to notify Special Needs and Third Party Notification customers 24 hours prior to disconnection.

It is the sole responsibility of the customer to update their contact information.

150.60 Disconnection of Service

• Delinquent accounts that remain unpaid ten (10) days after the due date will be subject to disconnection.
• Account holders who fail to keep scheduled deposit or payment arrangements will be subject to disconnection.
• The minimum balance threshold will be a designated minimum dollar amount that initiates the collection process.

150.70 Customer Request to Terminate Utility Service

Account holders are responsible for immediately notifying Greer CPW by phone or in person of any change in account status. In order to request a disconnection of service, the account holder must verify the last four numbers of his/her social security number and provide a forwarding address. If the property changes ownership, it is recommended that the seller and buyer notify Greer CPW of such change in account status. If services are disconnected for non-payment, the customer will be held responsible for all of the usage on connected meters until proper notification of termination is provided.

150.80 Reconnection of Service

In the event of disconnection, the customer must pay the past due amount, deposit amount (if applicable), arrangement, and the reconnect fee (See Fee Schedule) to re-establish service. In a hardship situation, the Customer Service Supervisor may allow the reconnect fee to be billed to the customer’s account one time per year.

Only the customer of record can authorize the reconnection of services. The customer must verify the last four numbers of their social security number before a reconnect work order will be issued.

150.90 Special Needs

To be recognized as a Special Needs account holder, the customer and a South Carolina licensed healthcare provider is required to complete the Medical Certifications Form (Exhibit R) certifying that the customer or a member of the customer’s household has a health condition in which if electricity and/or natural gas service were disconnected, the
patient’s health would be jeopardized. The certifying healthcare provider must be a SC licensed medical doctor, physician’s assistant, nurse practitioner or advanced practice registered nurse.

Special Needs customers are in no way released from their obligation to pay their monthly bill in accordance with the terms and conditions specified on their bill.

This form will not prevent service from being disconnected. It only allows for a 24 hour notice before a scheduled disconnection.

This form also does not give customers priority service restoration during an outage. During an outage customers should utilize a back-up source for medical equipment.

See Section 150.50 - Disconnection Notice

151.00  Third Party Notification

Greer CPW is committed to a third-party notification program for its electric and/or natural gas customers. At least once each year, Greer CPW will notify all customers, on the bill face, that the Third-Party Notification Program is available. The notification will direct any customer who is interested in participating in the program to contact Greer CPW and complete the required Third-Party Notification Form (See Exhibit S). These forms will be kept on file by Greer CPW and the accounts will be flagged with such requisite. To ensure continued participation, this form must be resubmitted by the customer each and every year by November 30.

See Section 150.50 - Disconnection Notice

151.10  Identity Theft

Greer CPW follows FACTFA Section 114 of the Federal Trade Commission’s Red Flag Rules (Greer CPW Resolution 1-2009 - Red Flag Rules – (See Exhibit B). Greer CPW will conduct yearly employee training to assist with the enforcement of these rules.

151.20  Change of Account Holder

Separation of spouses

Connection fees are waived for spousal separation unless new meter readings are required. If the current account holder is transferring service and there is a deposit on the account, the deposit will transfer to the new account with permission from the spouse. The new account holder will be required to put up a deposit if there is unsatisfactory payment history and pay an application fee.
See Section 110 - Applications for Residential Service for requirements.

Death of a customer

When an account is in an Estate, and the individual putting the service in their name is the beneficiary, executor, or personal representative they will be required to provide their driver’s license, social security numbers and sign an application for service. Connection fees are waived. If a person is not currently listed on the account Proof of Ownership is required.

If the customer signing up for service is not associated with the estate their driver’s license, social security card, lease agreement and application for service is required. Connection fees will be charged accordingly.

See Section 110 - Applications for Residential Service for requirements. Proof of ownership not required.

151.30 Condemned Property

Greer CPW follows standard building codes for the corresponding city or county. If a Building Codes Official condemns a property, it is the responsibility of the property owner and/or landlord to contact the appropriate Building Codes Official to resolve the issues with the condemned property. Disconnection or reconnection of services to the condemned property will be determined by the appropriate Building Codes Official.
160 Billing

160.10 Monthly Bill and Payment Due Dates

Greer CPW bill represents an itemized statement of billed charges by Greer CPW and other entities. Items displayed on the monthly utility bill include the total amount and due date, number of days billed, average temperature, billing cycle, next meter reading date, contact information for inquiries, historical consumption and payment options. See Exhibit T for due dates.

Utility bills are due and payable by the due date printed on the monthly bill. If a bill is not paid by the due date, applicable late charges are assessed the next day after the bill’s due date. The subsequent disconnection process is outlined in section 150.60. Refer to the Billing Timeline (Exhibit U) for more details.

For a detailed explanation of the Greer CPW monthly utility bill see Exhibit V.

Collection Cycle and Schedule for Disconnection of Service for Nonpayment

Greer CPW will observe the following collection cycle and schedule for disconnection of service for nonpayment:

- The collection cycle begins on the day the bill is printed and dated.
- The day after the due date, the bill is past due and is noted as delinquent at which time a 5 percent (5%) late fee is assessed. If a due date falls on a weekend or holiday, the customer has the next full business day to pay before a late penalty is assessed.

160.20 Meter Reading

Greer CPW reads each meter on a monthly basis using an AMR (Automatic Meter Reading) system. This system utilizes radio frequency technology that allows Greer CPW to read meters by driving by the locations.

Please remember to keep a safe and clear zone around utility meters and valve boxes. In the event of an emergency situation, Greer CPW technicians, police, and fire department personnel may need to shut-off power, water, or gas service to your home or business. Please trim bushes or branches that may be blocking our access to these areas and do not place trash, debris, or landscaping in close proximity to our utility meters and equipment. Also, please avoid parking vehicles over water meter boxes.

To learn how to read your own meter, please see Exhibit W.
Sewer consumption is based on your domestic water usage. In cases where water is billed by another utility, the customer may receive a bill from that utility for sewer or be accessed a flat rate charge.

160.30 Estimated Bills – All Customers

Greer CPW attempts to read all meters every month; however, sometimes we are unable to meet this objective when conditions exist such as extreme weather, equipment malfunctions or staffing issues. In instances, such as these, Greer CPW is forced to estimate the customer’s consumption for that billing period. The estimation is based on historical billing from the same month of the prior year, or what was used during the prior month if last year’s data is not available. At the next meter reading, Greer CPW will adjust any difference between the calculated amount and actual consumption, at which time the customer will be billed or credited accordingly.

1. Greer CPW will attempt to make an actual meter reading monthly but may render an estimated bill for any billing period in which circumstances beyond the control of Greer CPW prevent the actual reading of the meter.

2. The customer shall be responsible for charges incurred by Greer CPW if service is disconnected at the pole or weather-head as a result of meter inaccessibility. Greer CPW must have clear access to its equipment in order to inspect and maintain safe operating conditions. Shrubs must be kept trimmed and animals restrained as needed.

160.40 Disputed Bill

Greer CPW allows the customer of record a process to dispute and resolve matters pertaining to his/her utility account(s). This dispute process is normally completed within five (5) days or less. During this process, the Customer’s utility service will not be interrupted. Should the dispute require a re-read of the meter to resolve the issue, a Re-Read Fee will be accessed if the issue is not a Greer CPW error or equipment problem.

See Fee Schedule.

160.50 Group Bill for Non-Residential

Greer CPW offers a Group Bill option for Non-Residential customers with multiple accounts. Group bills are produced by area and read date and follow the normal due date and bill cycles. Group bill customers agree to pay all accounts listed on the Group bill with one payment.
160.60 Corrected Billing

Greer CPW will manage corrected billing according to prevailing law, which currently allows corrected billing for a prior three (3) year period.

The Utility:

- Shall issue a “corrected” bill for previously unbilled, over billed and under billed utility services.
- Shall inform the customer in writing about adjustment(s) greater than $25.
- May offer the customer a payment arrangement.
- Shall issue a refund check upon request on over billed services.

160.70 Electronic Billing

Greer CPW’s Electronic Billing (eBill) allows the customer to receive and pay your utility bill online. After enrollment, a paper bill is no longer received. Instead, an e-mail with a link to the online bill is received. To take advantage of this service, accept the terms and conditions at www.greercpw.com.

It is the customer’s responsibility to check Greer CPW’s website to obtain the monthly bill. Greer CPW will send a reminder e-mail but does not control or guarantee the delivery of the e-mail reminder. Posting of the bill to the Greer CPW website constitutes receipt of the bill for all purposes and the bill is due and payable upon posting.

The reminder e-mail is a courtesy and only works if a current e-mail account is provided. If you do not check the website in a timely manner, or fail to pay the bill by the due date, service maybe terminated and/or collection procedures initiated. If e-mail reminders are returned as undeliverable, Greer CPW may cancel your electronic billing and mail you a paper bill. This service may be cancelled at any time. All other terms, conditions, policies, collections, penalties, or fees of Greer CPW will remain the same and in full force and effect as if a paper bill had been mailed.

160.80 Facility Charges

Greer CPW rates include a facility charge that is a monthly fee that is not just for expenses related to the meter at your location, but also includes other cost that do not vary with the consumption of a particular service used. These costs include operation and maintenance cost, administrative cost such as billing and meter reading, and depreciation.

A facility charge is waived for up to 90 days to allow the customer ample to time to set a meter. After 90 days, the minimum facility charge will begin billing to the customer's account.
170  Payment Programs

Greer CPW recognizes that at times customers face extraordinary circumstances which lead to difficult financial situations. It is during these times that Greer CPW has established a plan to assist customers in satisfying their delinquent account. As part of the normal process of working with customers who have delinquent accounts, Greer CPW will provide the names of agencies to customers upon request. If interested, the customer may apply directly to those agencies for assistance. The agencies will evaluate the customer’s application for assistance and, if appropriate, will notify Greer CPW of the results. Greer CPW does not make any financial assistance determinations.

170.10  Payment Extensions

A customer who is unable to pay prior to the scheduled disconnection date may request an extension for an additional seven (7) days. Fees still apply (See Fee Schedule). A maximum of three (3) extensions per year are granted, which runs from June 1st thru May 31st of each year. Accounts with a payment arrangement or on delayed penalty are not allowed payment extensions unless approved by the Customer Service Supervisor.

170.20  Payment Arrangement

A customer with at least a twelve (12) month payment history, may be eligible for a Payment Arrangement when a past due amount owed is greater than the customer can satisfy by the bill due date. Should the arrangement amount not be paid by the specified date, disconnection will be scheduled the following business day. All amounts specified by the payment arrangement including a reconnection fee (See Fee Schedule) will be assessed if services are discontinued. Only one (1) payment arrangement will be granted in a one (1) year period. Customer must sign a Payment Arrangement Form outlining the terms and conditions of the arrangement (See Exhibit Z).

The minimum payment arrangement threshold is the designated minimum dollar amount to cancel a payment arrangement and allow a cut off work order to generate when a customer defaults on a payment arrangement.

170.30  Delayed Penalty

Delayed Penalty is designed to allow the customers due date to coincide with the date they receive a Social Security or Disability Benefits payment. Proof of sole source income may be required to qualify. The ten (10) day grace period does not apply to Delayed Penalty accounts. Frequent past due accounts will be subject to removal from this program. Customer must sign a Delayed Payment form (See Exhibit AA).
170.40 Caring People Working Together

This is a program giving our customers the opportunity to donate to Greer Relief Agency which will be used to help pay Greer CPW utility bills for those customers who qualify for assistance. Greer CPW may match a designated amount annually.

170.50 Past Due Bills and Late Payment Charges

1. Utility bills are due and payable approximately 19 days from the printed date on the bill.

2. Greer CPW shall consider a customer's bill past due when paid after the due date printed on the bill, at which time; a 5 percent (5%) late fee will be assessed. If a due date falls on a weekend or holiday, the customer has the next full business day to pay before a late penalty is assessed.

3. This section does not interfere with Greer CPW's ability to disconnect service for nonpayment of a bill.

170.60 Automatic Bank Draft

Greer CPW offers an Automatic Bank draft program, which gives Greer CPW permission to debit a customer’s bank account, Visa, MasterCard, or Discover card for monthly bill payment. Accounts with a due date on a Holiday or weekend will be drafted the following business day.

Customer accounts should be at a zero balance at enrollment as account balances will not automatically draft. However, upon customer request, account balances can be drafted given ample notice. Customer must also complete an Automatic Bank Draft Form. (See Exhibit BB)

If a customer's bank or credit card information changes, the customer must complete a new bank draft authorization form. If the expiration date is the only change the customer is allowed to call or email to update this information

If an item is charged back, a non-sufficient funds fee applies to the account and a letter is mailed to notify the customer of the chargeback (See Exhibit Q). A chargeback must be satisfied within seventy-two (72) hours. Another type of payment is required for payment on a chargeback item.

If a customer has two (2) returned payment items or two (2) chargebacks within a twelve (12) month period, then they are not allowed to pay with that method for a period of twelve (12) months from the date of the first returned payment item or chargeback.
See Fee Schedule.

Signing up for the Bank Draft Program does not waive a deposit if one is required.

170.70 Refunds of Accounts Receivable

Account credit balances may be refunded upon customer request via Accounts Payable check. Please allow ten (10) business days for processing.

170.80 Payment Methods

Payment methods from customers may be accepted as follows:

Lobby:
- Cash
- Money Order (written to Greer CPW)
- Personal Checks (written to Greer CPW)
- Cashier’s Check (written to Greer CPW)
- Visa, MasterCard, Discover
- Debit Cards
- Payroll Checks (with appropriate ID and a $300 cash refund limit)
- Utility Checks (name on check must match account holder)

Drive-thru:
- Cash
- Money Order (written to Greer CPW)
- Personal Checks (written to Greer CPW)
- Cashier’s Check (written to Greer CPW)
- Visa, MasterCard, Discover

Phone:
- Visa, MasterCard, Discover

Website:
- Visa, MasterCard, Discover

Automated:
- ACH (Automated Clearing House)
- Bank Draft

Night Deposit Box:
- Secured payment deposit box in the drive-thru area
170.90 Equal Payment Plan

Greer CPW offers an Equal Payment Plan, in which the customer pays a fixed amount on the utility bill for an eleven (11) month period. The amount is based on the customer’s actual usage for the most recent twelve (12) months of service. The balance due, if any, is to be paid on the 12th month (which is referred to as “the settle-up month”). This is a program designed to average the monthly bill amounts to assist customers with budgeting.

To qualify accounts must:
- Be an active residential account
- Have services other than Water Only Service
- Have at least a twelve (12) month payment history
- Have zero account balance
- Maintain a “good” payment history
- Not have been removed from the EPP program within the last twelve (12) months
- Pay every month prior to the settle-up month, even if actual account balance is a credit amount
- Complete Equal Payment Plan Form (See Exhibit X)

Credit balances will be carried forward and used to recalculate the new EPP monthly payment amount; otherwise, credit balances can be refunded upon request. Please note refunds will increase the new EPP monthly payment amount.

171.00 Unpaid Debts

Greer CPW participates in the South Carolina Municipal Associations Set Off Debt Collection Program. Unpaid balances will be sent to the program in October of each year. South Carolina Tax Refunds are garnished to collect these debts and the associated fees. See South Carolina Law Section 12-56-10 for more information.

171.10 Payment Assistance

Greer CPW offers customers an Assistance Card, which lists agencies in Greenville and Spartanburg Counties that customers may contact to see if the customer qualifies for their payment assistance program (See Exhibit CC).
180 Customer Information

180.10 Weather Moratoriums

Standards for Determining Weather Conditions
Greer CPW will not disconnect any electric and/or gas service when at 8:00AM, the high temperature for the day is forecast to be 100 degrees Fahrenheit or higher during cooling months or 32 degrees Fahrenheit or lower in heating months. These guidelines shall reflect actual temperature forecasts and not the projected heat indexes or wind chill temperatures. The temperature forecasts reported by www.weather.com, www.accuweather.com or Weather Bug will be used to determine weather forecasts. If any of the three on-line resources show a forecast temperature (above 100 or below 32), Greer CPW will not disconnect service on that day.

180.20 Lake Robinson and Lake Cunningham

Lake Robinson and Cunningham are owned and operated by Greer CPW as sources of water supply. In addition, both reservoirs offer recreational facilities to area citizens. The warden’s office is located at the corner of Mays Bridge Road and Groce Meadow Road. Hours are from Sunrise to Sunset. Questions regarding permits, boats, or shelter rentals may be answered by the Warden at (864) 895-3645 or by the Rules and Regulations Handbook available at the Warden’s office or by a Customer Service Representative at Greer CPW’s Administrative Complex.

180.30 Electric Information

Greer CPW has been named a Reliable Public Power Provider (RP3) through the American Public Power Association. Greer CPW is one of the 176 of the nation’s more than 2,000 public power utilities to earn the recognition for providing consumers with the highest degree of reliable and safe electric service.

Power Outages
We realize that power outages are inconvenient for our customers. Greer CPW continually strives to minimize the amount of time our customers are without service. Sometimes, however, due to situations beyond our control, service may be disrupted. If your electric service becomes disrupted, check:

- For a blown fuse or tripped breaker inside your building.
- To determine if your neighbor is also having a problem.
- For a downed power line. If one has fallen, please keep a safe distance away and make sure everyone else does too.

If you see the problem is not just inside your building or residence, please phone us at (864) 848-5500. Be prepared to give your name, street address (complete with directions) and your telephone number. If you have observed any conditions which may
have caused the interruption, please let us know. If the power outage is widespread, our telephone lines may be busy. We understand your concerns and appreciate your patience, so please call back.

**Net Metering/Customer-Owned Renewable Generation Systems**
Greer CPW customers who install customer-owned renewable generation systems who wish to offset their electricity requirements by using hydrogen, biomass, solar energy, geothermal energy, wind energy, waste heat, or hydroelectric power may qualify for a credit on their monthly bill. This credit is achieved by Greer CPW purchasing excess energy that is not used for the customer’s load. The customer must meet all requirements to qualify.

**Encroachment Permits**
If an Encroachment Permit is required, the contractor or property owner is required to contact the permitting agency. After the permit is issued, the responsible party is required to provide a copy of the permit to Greer CPW.

**180.40 Gas Information**

**What is Natural Gas?**
Natural gas is a naturally occurring hydrocarbon gas mixture consisting primarily of methane. Natural gas is colorless and invisible, until it appears as a flame. Because it is also odorless, a special chemical odorant (the rotten egg smell) is added to it. When burned completely, it produces water vapor and carbon dioxide—what you exhale when you breathe. Natural gas has many uses in the home, among them cooking, water heating, space heating, and clothes drying. It’s such a safe, dependable fuel that most users take it for granted. As with any energy, there are certain safety measures you should take when using natural gas. Be sure to follow the instructions of the appliance being used.

**Service on Gas Meter or Gas Lines**
We provide free service on meters, regulators, and gas lines. Be sure to call us about any problem with the gas meter or any of the gas piping from the street to your meter. You own the gas lines between the meter and your appliances. To install or repair those lines, you should call a qualified person such as a licensed heating and air conditioning contractor.

If you notice snow or ice buildup on your gas meter during the winter season, please call us at (864) 848-5500. We will dispatch a technician to remove the snow or ice.

**Gas Leaks**
If you suspect a natural gas leak notify us immediately. Tell us the location, details (inside or out), your name, and the fire department in your district. If gas is detected inside a building, ventilate the building by opening doors and windows completely. Remember to open top and bottom sections of windows since natural gas will pocket at the ceiling level.
Do not operate electrical switches or telephones in the areas affected. If you need to use a telephone, leave the dwelling and go to a neighbor’s home. Telephones contain electrical contacts that could generate a spark. If the odor is strong and getting stronger an emergency situation may exist, so leave the premises at once. Do not try to locate the source yourself. No one should re-enter the building until our service technician has secured the leak and determined the building is safe for reentry.

If gas is escaping from the ground, excavation, an open pipe, a manhole, vault, etc., extinguish all open flames, prohibit smoking and make sure that all electrical switches or other possible ignition sources are not operated. Clear the area immediately and notify the Fire Department (911) and Greer CPW (864) 848-5500.

Natural Gas Piping and Installation

Before installation, the homeowner or contractor performing the work should call Greer CPW’s Gas Department for installation specifications. Prior to starting work the homeowner or contractor should acquire a permit from the proper city and/or county building codes department.

After installation is complete, the homeowner or contractor should call the city and/or county inspector to perform a complete inspection of the gas system. After inspection, the agency must submit a report to Greer CPW. When Greer CPW accepts the inspection and sees the city and/or county verification, then Greer CPW will set the meter and turn on the gas. Contractors performing piping and appliance installation are responsible for lighting pilots and assuring proper operation of appliances throughout the warranty period. Meters can only be set after the gas coordinator hardware is properly connected to the gas system of the structure.

Permits

All new or first-time customers and all current customers who are altering their existing system must have a city or county permit to install natural gas connections.

**New Customers:** If a customer who is building the house has a building permit listing a natural gas system, he will **not** be required to obtain another permit.

If a customer is installing a natural gas system, furnace, heater, logs, hot-water heater, etc., as a replacement he **will** be required to have a permit.

**Existing Customer:** If a current customer is making an addition to his system that requires any piping or alterations to the existing system, he **will** be required to have a permit.

Customers and Contractors are encouraged to call Greer CPW’s gas department prior to installation for specifications at (864) 848-5518.
Why Gas Bills Vary
Many factors can affect the size of your gas bill each month. When it gets cold, your gas equipment has to work harder to provide the comfort you desire. The two largest users of gas in your home—the furnace and water heater—may have to put in “overtime” to offset the cold. Other factors include a change in the number of days in a billing period, gas cost, rate changes, personal comfort level and efficiency and size of the building.

Safety Tips
- Use your appliances according to manufacturers’ instructions.
- Never look for a gas leak with a match.
- Appliance installation, service, repair, and disconnection should always be handled by a qualified person.
- Don’t place papers, rags, paints, or other flammable material near your gas appliance.
- When lighting gas appliances, follow the manufacturers’ instructions.
- Always light the match before turning on any gas.
- When moving an appliance, make sure that the gas supply is turned off completely.
- Make sure vents and chimneys are free of blockage, such as birds’ nests, leaves, fallen brick, etc.
- Use an appliance only for the purpose for which it was designed. For example, use a gas range only for cooking, not for heating a room.
- Make certain each gas appliance has an adequate supply of fresh air, especially those located in an enclosed space such as a closet or utility room.
- Call us at (864) 848-5500 for information about how to use a particular appliance. We’ll be glad to answer your questions.

Notice from the United States Consumer Product Safety Commission

Attention Gas Appliance Owners
Certain furnaces and boilers installed after September 1987 using high temperature plastic venting may be eligible for a materials upgrade at no cost. To determine if you have an appliance eligible for the program, just call 1-800-758-3688 between the hours of 7 am and 11 pm. Greer CPW has provided this notice at the request of the United States Consumer Product Safety Commission.

Abandoning Gas Service
When the customer no longer wishes to have gas service at a location, the customer may elect to sign a Gas Abandonment Form. This form gives permission to Greer CPW to remove the gas meter and cap the line to the service address. If future gas service is requested; a new tap and connection fee must be paid at the current fees (See Exhibit DD).

Encroachment Permits
If an Encroachment Permit is required, the contractor or property owner is required to contact the permitting agency. After the permit is issued, the responsible party is required to provide a copy of the permit to Greer CPW.
180.50  Water Information

Water Taps
It is the customer's responsibility to hire a licensed plumber to locate and uncover the water main and file appropriate permits such as construction, encroachment, etc. Greer CPW will insert the tap in the main under pressure and furnish the meter setter, meter box, and water meter to which the plumber makes all connections. The customer (through the plumber) is responsible for installing the service line from the tap to the meter. The plumber must be on site when the tap is installed.

Maintenance
Greer CPW maintains water mains and service lines up to the outlet side of the meter setter.

Cross-Connection Control Program
Greer CPW has an ongoing Cross-Connection Control Program. This program began to comply with the South Carolina Primary Drinking Water Regulation: R.61-58 that requires all public water systems to initiate and maintain a viable cross-connection control program. The goal of the program is to protect the Greer CPW Potable Water system and its customers from contamination from backflow. For additional information on program requirements, refer to the Cross-Connection Manual for Backflow Prevention.

Encroachment Permits
If an Encroachment Permit is required, the contractor or property owner is required to contact the permitting agency. After the permit is issued, the responsible party is required to provide a copy of the permit to Greer CPW.

180.60  Sewer Information

Sewer Taps
Only license plumbers can make sewer taps, which must be inspected and approved by the City Codes Administrator's Office. Greer CPW is responsible for maintaining only trunk lines. The customer is responsible for the service line which runs from the home to the trunk line.

Renewable Water Resources (ReWa)
Greer CPW supplies water to certain areas that are in ReWa’s sewer service area for treatment. Greer CPW bills sewer on behalf of ReWa to those customers. Rates and fees are set by ReWa and can be found on their website www.rewaonline.org. See Exhibit EE to view ReWa’s New-Account Fee Permit.

Encroachment Permits
If an Encroachment Permit is required, the contractor or property owner is required to contact the permitting agency. After the permit is issued, the responsible party is required to provide a copy of the permit to Greer CPW.
180.70  Employee Identification

All of our employees who come to your home should wear company uniforms, have logos on their trucks, and also have ID badges, so that you may check their identity. Should you still have doubts, simply ask the person to wait outside while you call for verification. We will be happy to confirm our employee’s identification.

180.80  Letter of Credit

At the request of the customer a letter of credit may be obtained to assist you in establishing service with another utility. The letter will state the number of late penalties, cut off notices, return payment items based on your account history and length of service. See Exhibit FF.

180.90  Know What’s Below Program

Greer CPW is a participant in the South Carolina 811 program. 811 is a new, federally-mandated national "Call Before You Dig" number. 811 was created to help protect you from unintentionally hitting underground utility lines while working on digging projects. People digging often make risky assumptions about whether or not they should get their utility lines marked due to concerns about project delays, costs and previous calls about other projects. These assumptions can be life-threatening.

Every digging job requires a call – even small projects like planting trees or shrubs. Please notify 811 at least 3 working days prior to any digging. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

Damages to Greer CPW’s property and/or facilities by others shall reimburse Greer CPW all costs to repair or replace the damaged property and/or facilities to original condition.

181.00  Security Lights

Greer CPW offers a security light installation program. No fees apply to request a security rental light; however, the customer must sign a three (3) year Security Lighting Agreement (SLA) (See Exhibit Y). The lessee shall pay a one-time pole and fixture installation charge based on the requested service minus the standard light with no poles and overhead wiring. See Fee Schedule

Greer CPW maintains the rental light. The customer is responsible for the monthly payment and informing Greer CPW if the rental light is not working properly.
181.10  Permit Request & Plan Reviews

At the regularly scheduled meeting for Greer CPW held on May 20, 2013 at 12:30 pm in the Commissioner's Board Room located at 301 McCall Street, the Commissioners authorized the development of a new policy.

This policy will commit Greer CPW and its employees and their efforts to provide an appropriate response to the developer or engineer regarding permit applications, plan review, approval or denial and suggestions within a thirty (30) day period.

This policy will allow projects to proceed in an organized manner by establishing reasonable feedback in a timely fashion.
190 Appendices

190.10 Fee Schedule

**Service Fees – New Account and Transfer**

**Residential**

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>$30.00</td>
</tr>
<tr>
<td>Two</td>
<td>$45.00</td>
</tr>
<tr>
<td>Three</td>
<td>$60.00</td>
</tr>
</tbody>
</table>

**Commercial**

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>$40.00</td>
</tr>
<tr>
<td>Two</td>
<td>$65.00</td>
</tr>
<tr>
<td>Three</td>
<td>$90.00</td>
</tr>
</tbody>
</table>

**Builder Fees – New Construction**

**Residential**

<table>
<thead>
<tr>
<th>Construction Fee</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$30.00</td>
</tr>
</tbody>
</table>

**Commercial**

<table>
<thead>
<tr>
<th>Construction Fee</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$40.00</td>
</tr>
</tbody>
</table>

If all tap fees for New Construction are paid at the same time, only one Construction Fee per lot/unit is required; however, if tap fees are paid at different times, a Construction Fee will be required each time.

Fees include a charge to verify identification and credit ratings.

**Landlord Fees**

<table>
<thead>
<tr>
<th>Landlord Not Signed Up for Landlord Program</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$10.00</td>
</tr>
</tbody>
</table>

**Tap Fees**

<table>
<thead>
<tr>
<th>Gas</th>
<th>Inside City</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$255.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gas</th>
<th>Outside City</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$355.00</td>
</tr>
</tbody>
</table>

**Extra Gas Footage**

<table>
<thead>
<tr>
<th>Gas Footage over 200 Feet</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$2.00 per foot</td>
</tr>
</tbody>
</table>

**Franchise Fees**

<table>
<thead>
<tr>
<th>Franchise</th>
<th>Percentage of Total Gas Bill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lyman</td>
<td>5%</td>
</tr>
<tr>
<td>Duncan</td>
<td>3%</td>
</tr>
<tr>
<td>Wellford</td>
<td>3%</td>
</tr>
<tr>
<td>Reidville</td>
<td>3%</td>
</tr>
<tr>
<td>Landrum</td>
<td>5%</td>
</tr>
</tbody>
</table>
### Water

<table>
<thead>
<tr>
<th>Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inside City ¾” tap</td>
<td>$500.00</td>
</tr>
<tr>
<td>Inside City 1” tap</td>
<td>$550.00</td>
</tr>
<tr>
<td>Outside City ¾” tap</td>
<td>$1,300.00</td>
</tr>
<tr>
<td>Outside City 1” tap</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>Inside City ¾” Irrigation Tap</td>
<td>$500.00</td>
</tr>
<tr>
<td>Inside City 1” Irrigation Tap</td>
<td>$550.00</td>
</tr>
<tr>
<td>Outside City ¾” Irrigation Tap</td>
<td>$675.00</td>
</tr>
<tr>
<td>Outside City 1” Irrigation Tap</td>
<td>$775.00</td>
</tr>
<tr>
<td>Fire Tap</td>
<td>$750.00</td>
</tr>
<tr>
<td>Detector Meter</td>
<td>$500.00</td>
</tr>
<tr>
<td>Fire Hydrant</td>
<td>$2,500.00</td>
</tr>
</tbody>
</table>

For taps larger than 1”, please contact the Customer Service Manager or Supervisor.

### Sewer

<table>
<thead>
<tr>
<th>Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Inside</td>
<td>$500.00</td>
</tr>
<tr>
<td>Commercial Inside</td>
<td>$1,200.00</td>
</tr>
</tbody>
</table>

For sewer taps outside the City of Greer, please contact the Customer Service Manager or Supervisor.

### Capacity Fees

<table>
<thead>
<tr>
<th>Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>¾” Water</td>
<td>$800.00</td>
</tr>
<tr>
<td>1” Water</td>
<td>$2,000.00</td>
</tr>
<tr>
<td>¾” Sewer</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>1” Sewer</td>
<td>$3,000.00</td>
</tr>
</tbody>
</table>

### Re-Wa Fees

#### Residential

<table>
<thead>
<tr>
<th>Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8” or ¾”</td>
<td>$2,500.00</td>
</tr>
<tr>
<td>1”</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>1 ½”</td>
<td>$15,000.00</td>
</tr>
</tbody>
</table>

#### Industrial/Commercial

<table>
<thead>
<tr>
<th>Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8</td>
<td>$2,500.00</td>
</tr>
<tr>
<td>¾”</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>1”</td>
<td>$7,500.00</td>
</tr>
<tr>
<td>1 ½”</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>2”</td>
<td>$22,500.00</td>
</tr>
<tr>
<td>3”</td>
<td>$50,000.00</td>
</tr>
<tr>
<td>4”</td>
<td>$100,000.00</td>
</tr>
<tr>
<td>6”</td>
<td>$300,000.00</td>
</tr>
<tr>
<td>8”</td>
<td>$400,000.00</td>
</tr>
</tbody>
</table>
**Deposits**

**Residential**
The deposit is calculated based on the average of two highest bills incurred in the last 12 months of service at the property address during occupancy which is then multiplied by 1.00 or 100% for lower risk customers but for higher risk customers, the calculation is 1.25 or 125%.

Minimum deposit requirements are as follows:

- Water Only ................................................................. $  50.00
- Electric Only or Water and Electric .................................... $150.00
- Gas Only or Gas and Electric or Gas and Water .................... $200.00
- All Services .................................................................... $250.00

Maximum deposit requirement placed upon any new residential customer shall be $500.00.

**Non-Residential**
The deposit is calculated based on the average of the two highest bills incurred in the last 12 months of service at the property address during occupancy which is then multiplied by 1.25 or 125% for lower risk customers but for higher risk customers, the calculation is 1.50 or 150%.

Minimum deposit requirements are as follows:

- Water Only ................................................................. $100.00
- Electric Only or Water and Electric .................................... $300.00
- Gas Only or Gas and Electric or Gas and Water .................... $400.00
- All Services .................................................................... $500.00

There is no maximum deposit for non-residential accounts.

**Builder Deposits**

**Non-Residential or Multi-Family Dwellings**
Minimum deposit requirements are as follows:

- Water Only ................................................................. $100.00
- Electric Only or Water and Electric .................................... $300.00
- Gas Only or Gas and Electric or Gas and Water .................... $400.00
- All Services .................................................................... $500.00

There is no maximum deposit for Non-Residential or Multi-Family accounts.

**Residential or Single-Family Dwelling**
Minimum deposit requirements are as follows:

- Water Only ................................................................. $  50.00
- Gas Only ................................................................. $  75.00
- Electric Only ............................................................. $100.00
- All Services ............................................................. $225.00

The maximum deposit for Residential or Single-Family Dwellings is $225.00.
Reconnect Fees for Services Off Less than 30 Days
Business Hours .........................................................................................................$ 50.00

Reconnect Fees for Services Off 30 Days or More
Business Hours – Next Day Service........................................................................$ 50.00
Business Hours – Same Day Service.......................................................................$100.00
In the event service is disconnected and minimums have not been paid for the gas service, the customer will be responsible for paying the unpaid minimums at the time of the reconnect. The customer will be responsible for no more than 8 months. A deposit may also be applicable.
No reconnects will be made after 5:00 PM

Non-Sufficient Funds
Returned Item Fee .....................................................................................................$ 30.00

Tampering
First Offense .............................................................................................................$200.00
Second Offense .........................................................................................................$300.00

Re-Read Fees
Re-Read Meter Charge ...........................................................................................$ 10.00
If there is a problem found with the meter or ERT the $10.00 fee will be waived and the customer’s account corrected accordingly.

Lake Robinson & Lake Cunningham
Boat Permits
Daily
Daily Boat Permit .......................................................................................................$ 5.00

Season (Calendar Year)
Annual Boat Permit (Non-Motorized) .................................................................$ 30.00
Annual Boat Permit (Motorized) ...............................................................................$ 55.00

Fishing Permits
Season (Calendar Year) for Fishing from Boat or Shore
SC Resident ...............................................................................................................$ 5.00
Out of State Resident ...............................................................................................$ 15.00

Duck Hunting Permits .............................................................................................$ 30.00

Shelter Rental
Lake Robinson
Shelter #1 ..................................................................................................................$150.00
Shelter #2 ..................................................................................................................$ 75.00

Lake Cunningham
Shelter #3 ..................................................................................................................$ 50.00
## Public Record Request

<table>
<thead>
<tr>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search/Retrieval Time</td>
<td>$18.00 per hour</td>
</tr>
<tr>
<td>Copy Price per Page – Standard Letter Size (8 1/2 x 11)</td>
<td>$.10</td>
</tr>
<tr>
<td>*no charge for the first ten (10) pages</td>
<td></td>
</tr>
<tr>
<td>Copy charges for oversized documents that must be outsourced for duplication/reproduction</td>
<td>Actual cost</td>
</tr>
</tbody>
</table>

Note: Payment is required at the time of production of any requested records.
190.20 Definitions

The following terms are used throughout the Customer Service Policy and are presented here as universal definitions:

**ACH (Automated Clearing House)** - Executes electronic transfers of funds from customer to Greer CPW for online bill payments.

**Additional Deposit** – Increased deposit amount due to unfavorable credit conditions.

**After Hour** - Any service requested to be reconnected before or after normal operating hours will be assessed an after hour reconnect fee. See current fee schedule in Section 190.10.

**Automatic Draft** – Method of payment giving Greer CPW permission to debit a customer’s bank account or Visa, MasterCard, or Discover card for monthly bill payment (See Exhibit BB).

**Applicant** – A person of legal age (18 years of age) or emancipation who applied for Residential or Non-Residential utility service.

**Assistance Card** – Listing of Greenville and Spartanburg County Agencies and phone numbers who provide monetary assistance with utility bills (See Exhibit CC).

**Automated Phone-Pay** – Customer may pay either their past-due or total amount 24 hours a day via the phone without speaking to an attendant using their Visa, Discover, or MasterCard.

**Bankruptcy** - Customers who file for bankruptcy will be subject to the bankruptcy law in effect at the time of their filing. Customers filing for bankruptcy will be required to provide security deposit acceptable to Greer CPW and in accordance with Greer CPW’s deposit procedures, to continue service with Greer CPW.

**Bill**- Itemized statement of billed charges by Greer CPW and other entities issued on a monthly basis to the mailing address for the customer of record.

**Billing Cycle** - Customer accounts are proportionately and geographically divided into separate groups called cycles.

**Billing Period** - One month’s service does not necessarily correlate to a calendar month. Utility usage is calculated and billed at approximately the same time each month throughout the year. Depending upon the number of workdays, weekends and holidays in any particular month, billing periods may fluctuate.

**CCF** - Measurement of volume which is used to bill gas consumption. One hundred Cubic Feet.
**CPW Together (Caring People Working Together)** – Program giving our customers the opportunity to donate to Greer Relief Resource which will be used to help pay Greer CPW utility bills for those customers who qualify for assistance. Greer CPW may match a designated amount annually.

**Co-Applicants** – Two or more parties (ex; spouse, roommate, etc.) who apply for service jointly at the same location and share the benefits of utility service. Co-applicant’s rights and responsibilities are based on the relationship for the customer of record.

**Non-Residential Service** – Electric, gas, water or sewer utility services that are not designated residential. For example: retail, churches and public structures that are not permitted for occupancy.

**(NRSA) - Non-Residential Service Application** *(See Exhibit K).*

**Conditional Service** – Granted to new customers who are not able to provide all necessary documents at the time of sign-up. Not to exceed two weeks.

**Contractor** – Party who is responsible for all metered service charges and utility services during the construction phase whether it is the actual owner or a person, firm or corporation working for the owner.

**Corrected Bill** – Our billing method for the recovery of unbilled or under-billed services. Customers who are issued a corrected bill may pay the amount owed over a period of time equal to the duration of the Corrected Bill period.

**Co-Signer** – Customer who is in good standing with Greer CPW that takes full and complete responsibility for the timely payment of the monthly utility bills incurred by our new customer for (1) year following the date of signed agreement *(See Exhibit O).*

**Customer** – Any individual, group, partnership, corporation, firm or government agency that have applied for and is receiving utility service from Greer CPW.

**Damages** - Damages to Greer CPW's property and/or facilities by others shall reimburse Greer CPW all costs to repair or replace the damaged property and/or facilities to original condition.

**Debts** – Amount left on a customer’s final account that has not been collected by the due date.

**Delayed Penalty** – Change of due date giving qualified customers the opportunity to avoid late fees *(See Exhibit AA).*

**Deposit** – Funds collected at the time of sign-up to secure Residential and Non-Residential Accounts.
**Deposit Arrangement** – Customer unable to pay deposit in full at the time of sign-up may enter into an agreement to pay half (1/2) of the deposit at sign-up and the remaining half (1/2) two weeks from date of sign-up (See Exhibit P).

**Demand** - The maximum kilowatt load used by the customer for any period of 30 consecutive minutes during the billing period.

**Designated Agent Form** – Signed form by the customer of record allowing another person to act on their behalf. (See Exhibit I and L)

**Developer** - An individual, partnership, corporation, or other legal entity, requesting an electric line, gas tap, water tap or sewer tap to serve a specified parcel of land.

**Disconnection for Delinquent Accounts** – Service(s) may be scheduled for disconnection ten (10) days after the due date if not paid in full.

**Due Date** – Date by which the current bill needs to be paid in full.

**EPP (Equal Payment Plan)** – Customer pays the same amount for eleven (11) months and will settle up at the twelve (12) month by paying full balance if owed. Customer’s account must be paid in full before signing up for EPP (See Exhibit X).

**EAR (Estimated Annual Revenue)** – An estimated dollar value of annual utility usage for a new construction or additional load.

**Extension** – Customer may have their account held three times per year for an additional seven (7) days past their scheduled cut-off date.

**Facility Charge** – Minimum monthly fee designed to recover a portion of Greer CPW’s operating costs as well as expenses associated with meter reading, maintenance, billing and other administrative processes.

**Fee Schedule** – See Section 190.10

**ITIN (Individual Taxpayer Identification Number)** - Issued by the IRS to individuals who are required to have a U.S. taxpayer number but who do not have, and are not eligible to obtain a Social Security Number from the Social Security Administration. (Ex: resident and nonresident aliens or their dependent or spouse)

**kWh (Kilowatt-Hour)** – One kilowatt delivered through one hour.

**Landlord** – Refers to customer who has property on the Greer CPW Landlord Program which automatically transfers the service into their name when tenant requests a move out (See Exhibit J).

**Lobby/Drive-Thru Hours** – 8:00 AM – 5:00 PM, Monday – Friday (excluding Holidays).
Management Company – Refers to customer who may or may not be on the Greer CPW Landlord Program and does not own the property but makes decision on behalf of the owner.

Meter - An instrument used for measuring the gas, water, electric, sewer delivered to the customer.

Minimum Balance Threshold – Is the designated minimum dollar amount that initiates the collection process (i.e. cut off notice or work order) and is subject to change based on the business needs of the Greer CPW. Changes thereof must be approved by the Managers of both Customer Service and Finance.

Minimum Payment Arrangement Threshold – Is the designated minimum dollar amount to cancel a payment arrangement and allow a cut off work order to generate when a customer defaults on a payment arrangement.

Night-drop – Secured payment deposit box so customers can make their payment at any time. All payments put in the night-drop after 5:00 PM will be processed the following business day.

On-line Utility Exchange – Program designed for SSN verification and prevention fraud.

Partial Payment – A partial payment is any amount paid that is less than the total amount owed by the Due Date on the bill. Payments are applied to the past due amounts first.

Past Due – Amount owed after the Due Date stated on the current bill.

Payment Arrangement – Customer not able to pay the full amount of a utility bill may enter into a payment arrangement (See Exhibit Z).

Payment Methods – Payment must be in the form of United States currency, check, Visa, MasterCard or Discover.

Payment Options – ACH (Automated Clearing House), Automated Phone-Pay, Bank Draft, Drive-Thru, Greer CPW Website, Lobby, Mail, Night-drop, and Phone Attendant

Permanent Power – Utility service to a structure that is designed to remain in one place.

Proof of Residence – Lease agreement, rent receipt or note from the landlord.

Proof of Ownership – Legal Contract of Sale, Settlement Statement, Property Tax Notice or Homeowner’s Insurance.

Rate Schedule – See Section 190.10 Fee Schedule.
Realtor – Refers to a customer who has been commissioned by the owner to sell their property for a fee.

Reconnect Fee – Fee paid in addition to past due amount to have service restored after being disconnected for non-payment.

Relocation Charge - In the event any of Greer CPW's property and/or facilities are required to be altered or moved because of the changed configuration or usage of any properties, the property owner shall be responsible for the full cost of the alteration or relocation.

Residential Service – Electric, gas, water or sewer service for household purposes furnished to a single dwelling or all structures supplied through the single residential meter and is billed a residential rate.

RSA (Residential Service Agreement)- See Exhibit C.

Requested Disconnection of Service (Move-Out) -To physically stop the availability/flow of service(s) to the property at the request of the customer of record.

Satisfactory Letter of Credit – Electric or Gas utility letter stating no more than three (3) late payments, no returned bank items and no disconnections in a twelve (12) month period.

SC 811 – South Carolina’s safe digging program designed to protect unintentionally hitting underground utility lines while working on digging projects.

Second Contact – Person listed on the account who can contact customer to call Greer CPW, but cannot speak on their behalf.

Security Rental Light – Outdoor lighting fixture, requested and paid for by customer (See Exhibit Y).

Service Application Fee – Fee paid to establish service which is based on the number of meters.

Special Need - Elderly, disabled or severely dependent customers, where any interruption, suspension or other loss of electric, natural gas or water service could cause a potential life-threatening situation (See Exhibit R).

Tampering - Any means of unauthorized action taken by any person or persons that has the effect of circumvention, or alteration of the accuracy, of any billing meter and/or associated devices, whether accidental, purposeful, fraudulent or otherwise.
**Temporary Service** - Utility service for short-term or transient-type installations, such as construction trailer, short-term Non-Residential activities, and on-site service during construction operations.

**Third Party Notification** – Program designed for our Special Need customers to have a third party notified regarding account activities or other instances or emergencies (See Exhibit S).

**Utility** – Greer Commission of Public Works (Greer CPW)

**Utility Service** – Electric, gas, water or sewer service provided to a customer at a specific location.

**Water Main** - The Greer CPW service line in the street, alley, or utility easement for the distribution of water to customers through their service lines.
Exhibit B - Identity Theft

190.30 Exhibits

GREER COMMISSION OF PUBLIC WORKS
RESOLUTION 1-2009

RESOLUTION ESTABLISHING AN IDENTITY THEFT POLICY IN COMPLIANCE WITH
RECENT FEDERAL AND STATE LEGISLATION AND REGULATION

STATE OF SOUTH CAROLINA, COUNTY OF GREENVILLE, CITY OF GREER

WHEREAS, the Federal Trade Commission issued regulations on November 9, 2007 requiring creditors
that hold consumer accounts to develop and implement a written identity theft prevention program
providing for the identification, detection and response to patterns, practices or specific activities known
as “Red Flags” that could indicate identity theft; and

WHEREAS, the compliance with these “Red Flag” rules is required by November 1, 2008; and

WHEREAS, the General Assembly of the State of South Carolina approved the “Financial Identity Fraud
and Theft Protection Act” (the “Act”) on March 4, 2008, which was then subsequently ratified by the
Governor on April 2, 2008; and

WHEREAS, the effective date of this Act is December 31, 2008, with the exception of certain provisions
which are effective at different points in time following that date; and

WHEREAS, the implementation of both the “Red Flag Rules” and the “Act” require Greer Commission
of Public Works to establish policies limiting and managing the collection and dissemination of personal
identifying and financial information, and the diligent pursuit of “red flags” which are indicators that
identity theft is about to happen or has happened in the past in relation to our covered accounts;

NOW, THEREFORE, IT IS RESOLVED that:

1. The attached “Identity Theft Prevention Policy” (the “Policy”) is hereby adopted with an
   effective date of November 1, 2008.

2. The General Manager is hereby authorized to make changes to this policy as necessary to
   achieve and maintain compliance with the letter and the spirit of these requirements.

SIGNED this day of , 2009.

Jeff Howell, Chairman
Board of Commissioners

ATTEST:

Rita B. Burch, Secretary
Board of Commissioners
RESIDENTIAL SERVICE APPLICATION

Activation Date: __________________________

Name: ________________________________

Address: ____________________________________________

City: __________________ State: ___________ Zip: __________

Mailing Address (if different from service):

______________________________

______________________________

Home Phone #: __________________ Work Phone #: ________________

Social Security #: ________________ Driver’s License #: __________

Spouse Name: __________________ Wife's Maiden Name: __________

Spouse Social Security #: __________ Spouse’s License #: __________

Spouse Phone #: __________________

Previous Address: ____________________________

Employer: ____________________________

Rent / Own (R/O): _______________ Rent Name: __________ Phone#: ____________

Other adults who will be living at this address:

Service Application Fee: $ __________ Deposit: $ __________

I warrant that the above information furnished for the purpose of obtaining services is true and complete.

Payment of Debt Obligations

By signing this application for utilities, the applicant agrees to pay all cost of collection of the applicant’s unpaid bills. Greer CPW has the right pursuant to the South Carolina Setoff Debt Collection Act to collect any sum due and owe by the applicant through offset of the applicant’s state income tax refund. If Greer CPW chooses to pursue debts owed by the applicant through the Setoff Debt Collection Act, the applicant agrees to pay all fees and costs incurred through the setoff process, including fees charged by the Department of Revenue, the South Carolina Association of Counties, the Municipal Association of Counties, the Municipal Association of South Carolina, and/or Greer CPW. If Greer CPW chooses to pursue debts in a manner other than setoff, the applicant agrees to pay the costs and fees associated with the selected manner as well.

Liability for Damages to CPW Property

Applicant understands that, in order to provide utility services, Greer CPW must maintain a portion of its system assets on Applicant’s property, such as piping, wiring, meters and electronic reader units. Applicant understands that he/she is responsible for the proper care of such system fixtures and equipment, and that Applicant will be financially responsible for the costs associated with the repair or replacement of portions of these assets if damaged, disfigured or maliciously rendered inoperable while under Applicant’s care. Applicant agrees to provide Greer CPW access to its system assets at all times, 365 days per year, 24 hours per day.

Service Agreements/Policy Manual

Applicant understands that fees paid for this service address is for one connection and is applicable only for the above described property and is not transferable to any other location. Applicant received and agreed to the terms of document SAWS 1-2012, SAE 1-2012, and SAG 1-2012 Customer also agrees to the various policies as defined in the Customer Care Policy Manual. These policies are subject to change.

Signed: __________________________ Date: _______________

Version 1-2015
Aplicación de servicio Residencial

Fecha de Activación: __________________________

Nombre: __________________________________________

Domicilio: ________________________________________________

Pueblo: __________ Estado: __________ Codigo Postal: __________

Dirección de envío (si es diferente de la vivienda): __________________________

NUEVO Teléfono de casa #: ____________________ Teléfono del Trabajo #: __________

Seguro Social #: ____________________ Numero de licencia #: __________

Fecha de nacimiento: ____________________ Apellido de Soltera: ____________________

Nombre de esposo(a): ____________________ Licencia de esposo(a): ____________________

Domicilio Previo: ____________________

Empleador: ____________________ Tiempo empleado: Anos____ Meses ____

Teléfono#: ____________________ Supervisor: ____________________

Empleador de esposo(a): ____________________ Teléfono: ____________________

Renta o Posea?: __________ Rentero: __________ Teléfono#: ____________________

Casa Nueva (S/N): __________ Contratista: __________ Teléfono#: ____________________

Otros adultos viviendo en el domicilio: ____________________

Carga de Aplicación: $____________________ Deposito: $____________________

Justifico que la información proporcionada con el propósito de obtener servicios es verdad y completo.

El pago de Obligaciones de Deuda

Firmando esta aplicación para utilidades, el solicitante concurra en pagar todo el costo de coleción de las cuentas impagas de solicitante. Greer CPW tiene el derecho según el Carolina Debt Collection Act para colectar cualquier suma adeuda por el solicitante por desviación de escombros del estado del solicitante. Si Greer CPW elige seguir el pago de deudas debido por el solicitante por medio del South Carolina Debt Collection Act, el solicitante concuerda en pagar todos las cargas y los costos de la División de Deuda, incluyendo cargas del Department of Revenue, el South Carolina Association of Counties, el Municipal Association of Counties, el Municipal Association of South Carolina, y/o Greer CPW. Si Greer CPW elige seguir el coleccionar de deudas en una manera de otra manera que es planificados, el solicitante concuerda en pagar los costos y los cargas que se asociaron con la manera seleccionada también.

La obligación para Datos a la Propiedad de Greer CPW

El solicitante comprende para proporcionar servicios de utilidades, Greer CPW debe mantener una porción de sus ventajas de sistema en la propiedad de Solicitante, como la tubería, almacenar, los medidores y los aparatos electrónicos. El solicitante comprende que él/ella es responsable del cuidado apropiado de tales instalaciones fijas de sistema y equipo, y que el solicitante será financieramente responsable de los costos asociados con la reparación o el reemplazo de piezas de estos ventana. Si están dañado, desfigurado o malamente rendiendo incostable mientras están bajo el cuidado de Solicitante. El solicitante concuerda en proporcionar Greer CPW acceso a sus ventajas del sistema siempre, 365 días por año, 24 horas por día.

Signed: ____________________ Date: ____________________

Version 1-2015
Exhibit D - Social Security Verification Form

SOCIAL SECURITY VERIFICATION FORM

Customer Information
Name: ____________________________________________________________
   First                        Middle/Maiden                     Last

Service Address
Street: ___________________________________________________________________

Greer CPW Account Number: ___________________________ Phone: ___________________________

I ___________________________ verify that my Social Security Number
(Print Name)

Is ___________________________.

_________________________________________________________  ___________________________
Applicant’s Signature                                      Date

_________________________________________________________  ___________________________
Witness’s Signature                                        Date

Version 1-2015
Exhibit E - Water/Sewer Service Agreement

GREER COMMISSION OF PUBLIC WORKS (GCPW)
WATER AND SEWER AGREEMENT
(SAWS 1-2012)

This agreement between the Greer Commission of Public Works, hereinafter referred to as GCPW, and the applicant hereinafter referred to as the customer, as follows, to-wit:

Customer desires to purchase water and sewer from GCPW for property they own as listed on the Application for Service, therefore, has entered into a water/sewer agreement as required by GCPW and paid applicable tap and capacity fees.

GCPW acknowledges receipt of the tap and capacity fees for water and sewer service at the above described property.

Customer acknowledges that the water and sewer tap fees paid is for one connection, is applicable only for the above described property and is not to be transferable to any other location without special approval by the GCPW General Manager. Such special approval by the GCPW General Manager shall only be granted in circumstances which he/she deems extraordinary.

For water usage, the customer shall install and maintain at his/her own expense a service line that shall begin at the GCPW’s meter and extend to the dwelling or commercial building.

For sewer usage, the customer shall install and maintain at his/her own expense a service line that shall begin at GCPW’s collection line and extend to the dwelling or commercial building. The service line shall connect with the collection line of GCPW at the nearest practical location, provided GCPW has determined in advance that GCPW’s sewer system has sufficient capacity to permit service at that point. GCPW in its sole discretion shall determine how practical the connection location is and will inspect sewer line to ensure it meets GCPW’s specifications.

Furthermore, GCPW shall not be required or obligated to install any service lines along or within any private easement or other property interest, held by the Customer or any other person, established for access to the Customer’s property.

Customer agrees to properly abandon his/her own septic tank at his/her expense if connection is made to GCPW’s collection system for sewer usage.

Customer shall pay for water and sewer services on a monthly basis at such rates determined by GCPW.

Customer agrees to inform purchasers of the above described property of the existence of this agreement.

In any litigation between Customer and GCPW which relates to the terms and provisions of this Agreement, the prevailing party shall be entitled to receive reasonable attorney’s fees and cost from the losing party.

Version 1-2015
GREER COMMISSION OF PUBLIC WORKS (GCPW)
ELECTRIC SERVICE AGREEMENT
(SAE 1-2012)

This agreement between the Greer Commission of Public Works, hereinafter referred to as GCPW, and applicant hereinafter referred to as the customer, as follows, to-wit:

Customer desires to purchase electricity, both temporary and permanent, from GCPW for property they own as listed on the Application for Service; therefore, has entered into an electric service agreement as required by GCPW and paid applicable connection fees.

GCPW acknowledges receipt of the connection fees for electric service at the above described property.

Customer acknowledges that the electric connection fee paid is for one connection, is applicable only for the above described property and is not to be transferable to any other location without special approval by the GCPW General Manager. Such special approval by the GCPW General Manager shall only be granted in circumstances which he/she deems extraordinary.

For electricity usage, the customer shall install and maintain at his/her own expense a meter base to house the GCPW’s meter for the dwelling or commercial building. In the event that the service lines need to be relocated, the customer will be responsible for any cost associated with the relocation.

Furthermore, GCPW shall not be required or obligated to install any service lines along or within any private easement or other property interest, held by the Customer or any other person, established for access to the Customer’s property.

Customer shall pay for electric services on a monthly basis at such rates determined by GCPW.

Customer agrees to inform purchasers of the above described property of the existence of this agreement.

In any litigation between Customer and GCPW which relates to the terms and provisions of this Agreement, the prevailing party shall be entitled to receive reasonable attorney’s fees and cost from the losing party.

Version 1-2015
Exhibit G- Gas Service Agreement

GREER COMMISSION OF PUBLIC WORKS (GCPW)
NATURAL GAS SERVICE AGREEMENT
(SAG 1-2012)

This agreement between the Greer Commission of Public Works, hereinafter referred to as GCPW, and applicant hereinafter referred to as the customer, as follows, to wit:

Customer desires to purchase natural gas from GCPW for property they own as listed on the Application for Service; therefore, has entered into a natural gas service agreement as required by GCPW and paid applicable tap and/or connection fees.

GCPW acknowledges receipt of the tap and/or connection fees for natural gas service at the above described property.

Customer acknowledges that the natural gas fee paid is for one connection, is applicable only for the above described property and is not to be transferable to any other location without special approval by the GCPW General Manager. Such special approval by the GCPW General Manager shall only be granted in circumstances which he/she deems extraordinary.

For natural gas usage, GCPW shall install and maintain a service line to the dwelling or commercial building. In the event the service lines need to be relocated, the customer will be responsible for any cost associated with the relocation.

Furthermore, GCPW shall not be required or obligated to install any service lines along or within any private easement or other property interest, held by the Customer or any other person, established for access to the Customer’s property.

Customer shall pay for natural gas service on a monthly basis at such rates determined by GCPW. Customer shall pay a base facility charge until the customer requests that the service be removed or abandoned.

Customer agrees to inform purchasers of the above described property of the existence of this agreement.

In any litigation between Customer and GCPW which relates to the terms and provisions of this Agreement, the prevailing party shall be entitled to receive reasonable attorney’s fees and cost from the losing party.

Version 1-2015
### B. Type of Loan

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<th>Conv. Units</th>
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### C. Note

This form is furnished to give you a statement of actual settlement costs. Amounts paid to and by the settlement agent are shown. Items marked "N.O.C." were paid outside the closing; they are shown here for informational purposes and are not included in the totals.

### D. Name & Address of Borrower:

### E. Name & Address of Seller:

### F. Name & Address of Lender:

### G. Property Location:

### H. Settlement Agent:

### I. Settlement Date

### J. Summary of Borrower’s Transaction

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<td>Settlement charges to borrower (line 110)</td>
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<td>Adjustment for items paid by or in behalf of borrower</td>
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<td>Amount paid by or in behalf of Borrower</td>
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<td>Total Paid by the Borrower</td>
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<td>Less amounts paid by borrower (line 220)</td>
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### K. Summary of Seller’s Transaction

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</tbody>
</table>

The Public Reporting burden for this collection of information is estimated at 15 minutes per response for collecting, reviewing, and reporting the data. This agency may not make this information, and you are not required to complete this form, unless it depicts a currently valid OMB control number. No confidentiality is ensured, this disclosure is mandatory. This is designed to provide the parties to a real estate covered transaction with information during the settlement process.

---

Page 62 of 98
### Comparison of Good Faith Estimate (GFE) and HUD-1 Charges

<table>
<thead>
<tr>
<th>Charges That Cannot Increase</th>
<th>GFE Line Number</th>
<th>HUD-1 Line Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our origination charge</td>
<td># 801</td>
<td></td>
</tr>
<tr>
<td>Your credit or charge (points) for the specific interest rate chosen</td>
<td># 802</td>
<td></td>
</tr>
<tr>
<td>Your adjusted origination charges</td>
<td># 803</td>
<td></td>
</tr>
<tr>
<td>Transfer taxes</td>
<td># 1203</td>
<td></td>
</tr>
</tbody>
</table>

### Charges That in Total Cannot Increase More Than 1%

<table>
<thead>
<tr>
<th>Charges That in Total Cannot Increase More Than 1%</th>
<th>GFE Line Number</th>
<th>HUD-1 Line Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government recording charges</td>
<td># 1201</td>
<td></td>
</tr>
<tr>
<td></td>
<td>#</td>
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<td></td>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>

Increase between GFE and HUD-1 Charges: $ or %

### Charges That Can Change

<table>
<thead>
<tr>
<th>Charges That Can Change</th>
<th>GFE Line Number</th>
<th>HUD-1 Line Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial deposit for your escrow account</td>
<td># 1001</td>
<td></td>
</tr>
<tr>
<td>Daily interest charges</td>
<td>$ /day # 901</td>
<td></td>
</tr>
<tr>
<td>Homeowner’sInsurance</td>
<td># 903</td>
<td></td>
</tr>
<tr>
<td></td>
<td>#</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Loan Terms

<table>
<thead>
<tr>
<th>Loan Terms</th>
<th>GFE Line Number</th>
<th>HUD-1 Line Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your initial loan amount is $</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your loan term is years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your initial interest rate is %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your initial monthly amount owed for principal, interest, and any mortgage insurance is $</td>
<td>includes</td>
<td></td>
</tr>
<tr>
<td>Principal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgage Insurance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Can your interest rate rise?

- No
- Yes, it can rise to a maximum of %.
- The first increase will be on and can change again every after . Every change date, your interest rate can increase or decrease by %. Over the life of the loan, your interest rate is guaranteed to never be lower than % or higher than %.

Even if you make payments on time, can your loan balance rise?

- No
- Yes, it can rise to a maximum of $.

Even if you make payments on time, can your monthly amount owed for principal, interest, and mortgage insurance rise?

- No
- Yes, the first increase can be on and the monthly amount owed can rise to $.
- The maximum it can ever rise to is $.

Does your loan have a prepayment penalty?

- No
- Yes, your maximum prepayment penalty is $.

Does your loan have a balloon payment?

- No
- Yes, you have a balloon payment of $ due in years.

Total monthly amount owed including escrow account payments

- You do not have a monthly escrow payment for items, such as property taxes and homeowner’s insurance. You must pay these items directly yourself.
- You have an additional monthly escrow payment of $ that results in a total monthly amount owed of $.
- This includes principal, interest, any mortgage insurance and any items checked below.

- Property taxes
- Homeowner’s insurance
- Flood insurance

Note: If you have any questions about the Settlement Charges and Loan Terms listed on this form, please contact your lender.
## L. Settlement Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Paid From Borrower’s Funds at Settlement</th>
<th>Paid From Seller’s Funds at Settlement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>700. Total Real Estate Broker Fees</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Division of commission (line 700) as follows:</td>
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<tr>
<td>701. $ to</td>
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<td></td>
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<tr>
<td>702. $ to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>703. Commission paid at settlement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>704.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| **800. Items Payable In Connection with Loan**                              |                                         |                                       |
| 801. Our origination charge $                                               | (from GFE #1)                           |                                       |
| 802. Your credit or charge (points) for the specific interest rate chosen  | $ (from GFE #2)                         |                                       |
| 803. Your adjusted origination charges (from GFE #A)                        |                                         |                                       |
| 804. Appraisal fee to                                                       | (from GFE #3)                           |                                       |
| 805. Credit report to                                                       | (from GFE #3)                           |                                       |
| 806. Tax service to                                                         | (from GFE #3)                           |                                       |
| 807. Flood certification to                                                 | (from GFE #3)                           |                                       |
| 808.                                                                        |                                         |                                       |
| 809.                                                                        |                                         |                                       |
| 810.                                                                        |                                         |                                       |
| **900. Items Required by Lender to be Paid in Advance**                     |                                         |                                       |
| 901. Daily interest charges from to $ /day                                  | (from GFE #10)                          |                                       |
| 902. Mortgage insurance premium for months to                              | $ (from GFE #3)                         |                                       |
| 903. Homeowner’s insurance premium for years to                             | $ (from GFE #11)                        |                                       |
| 904.                                                                        |                                         |                                       |

| **1000. Reserves Deposited with Lender**                                    |                                         |                                       |
| 1001. Initial deposit for your escrow account                              | (from GFE #9)                           |                                       |
| 1002. Homeowner’s insurance per month                                      | $                                      |                                       |
| 1003. Mortgage insurance per month                                          | $                                      |                                       |
| 1004. Property Taxes per month                                              | $                                      |                                       |
| 1005.                                                                        |                                         |                                       |
| 1006.                                                                        |                                         |                                       |
| 1007. Aggregate Adjustment $                                                | -                                       |                                       |

| **1100. Title Charges**                                                    |                                         |                                       |
| 1101. Title services and lender’s title insurance                          | $ (from GFE #10)                        |                                       |
| 1102. Settlement or closing fee                                            | $                                      |                                       |
| 1103. Owner’s title insurance                                              | $                                      |                                       |
| 1104. Lender’s title insurance                                             | $                                      |                                       |
| 1105. Lender’s title policy limit                                          | $                                      |                                       |
| 1106. Owner’s title policy limit                                           | $                                      |                                       |
| 1107. Agent’s portion of the total title insurance premium to              | $                                      |                                       |
| 1108. Underwriter’s portion of the total title insurance premium to         | $                                      |                                       |
| 1109.                                                                        |                                         |                                       |
| 1110.                                                                        |                                         |                                       |
| **1200. Government Recording and Transfer Charges**                        |                                         |                                       |
| 1201. Government recording charges                                         | (from GFE #7)                           |                                       |
| 1202. Deed $                                                               | Mortgage $                              | Release $                             |
| 1203. Transfer taxes                                                       | (from GFE #8)                           |                                       |
| 1204. City/County tax/stamps                                              | Deed $                                 | Mortgage $                           |
| 1205. State tax/stamps                                                     | Deed $                                 | Mortgage $                           |
| 1206.                                                                        |                                         |                                       |

| **1300. Additional Settlement Charges**                                    |                                         |                                       |
| 1301. Required services that you can shop for                              | (from GFE #10)                          |                                       |
| 1302.                                                                        | $                                      |                                       |
| 1303.                                                                        | $                                      |                                       |
| 1304.                                                                        | $                                      |                                       |
| 1305.                                                                        | $                                      |                                       |

**1400. Total Settlement Charges (enter on lines 103, Section J and 902, Section K)**
Exhibit I- Designated Agent Form for Residential Customers

DESIGNATED AGENT(S) RESIDENTIAL CUSTOMERS

The undersigned, a residential customer of record with Greer Commission of Public Works, hereby designates the following person(s) to act as the customer of record's agent(s) with Greer Commission of Public Works as regards to the specific premises listed next to the name of the agent(s). The agent(s) is (are) authorized to activate, terminate, and modify utility services at said address:

<table>
<thead>
<tr>
<th>AGENT</th>
<th>PREMISES</th>
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The undersigned understands that the agent(s) listed above shall have authority to act for the undersigned until the undersigned notifies Greer CPW in writing of the termination of this designation.

Name__________________________________________ Account Number

Dated this________ day of______________________, 20____.

Sworn to and subscribed before me the________ day of______________________, 20____.

______________________________________
Notary Public

My Commission Expires:____________________

Version 1-2015
LANDLORD SERVICE PROGRAM FORM

This program is designed to keep the service active at a rental property location as tenants at the location change. When a tenant requests a move-out, services are automatically transferred to the Landlord’s account, which will remain active until the new tenant signs up for service. If an account is cut for nonpayment and finalized out, the account will not automatically go into the Landlord's name. The Landlord must call to have service connected at no charge.

Legal name of individual or company requesting participation:

__________________________________________________________

Mailing address for bills:

City: __________________________ State: _______________ Zip Code: __________________________

Contact Name: __________________________

Title: __________________________ Phone: __________________________

Signature: __________________________ Date: __________________________

List all CPW accounts to be included in the Landlord Service Program (including outdoor lighting if applicable):

ACCOUNT NUMBER SERVICE ADDRESS

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

If you have additional accounts you would like to include, please attach a list (including account numbers and service addresses) to this form.

Please fax your completed form to CPW at 864-868-2172 (Attn: Landlord Service Program) or mail it to: Greer Commission of Public Works, Landlord Service Program, PO Box 216, Greer, SC 29652-0216.

This service will become effective when your completed contact is received and processed by CPW. If you would like to add or delete accounts at a later date, please provide written notification 30 days in advance of the change. Please include account numbers and service addresses, and send changes to the address listed above.

Version 1-2012
NON-RESIDENTIAL SERVICE APPLICATION

Activation Date: __________________________

Name: _________________________________

Address: _______________________________________________________________________

City: ______________  State: ___________  Zip: ________________

Mailing Address (if different from service): __________________________________________

Business Owner: _______________________________  Phone #: _______________________

Type of Business: ___________________________  Phone #: _______________________

Federal Identification #: ____________________________

Own/Rent/Lease: (O/R/L) ______________________  Rent/Lease Name: ____________________

Service Application Fee: $ ___________________  Deposit: $ _______________________

I warrant that the above information furnished for the purpose of obtaining services is true and complete.

Payment of Debt Obligations

By signing this application for utilities, the applicant agrees to pay all cost of collection of the applicant’s unpaid bills. Greer CPW has the right pursuant to the South Carolina Setoff Debt Collection Act to collect any sum due and owe by the applicant through offset of the applicant’s state income tax refund. If Greer CPW chooses to pursue debts owed by the applicant through the Setoff Debt Collection Act, the applicant agrees to pay all fees and costs incurred through the setoff process, including fees charged by the Department of Revenue, the South Carolina Association of Counties, the Municipal Association of Counties, the Municipal Association of South Carolina, and/or Greer CPW. If Greer CPW chooses to pursue debts in a manner other than setoff, the applicant agrees to pay the costs and fees associated with the selected manner as well.

Liability for Damages to CPW Property

Applicant understands that, in order to provide utility services, Greer CPW must maintain a portion of its system assets on Applicant’s property, such as piping, utility meters, and electronic reader units. Applicant understands that he/she is responsible for the proper care of such system fixtures and equipment, and that Applicant will be financially responsible for the costs associated with the repair or replacement of portions of these assets if damaged, disfigured or maliciously rendered inoperable while under Applicant’s care. Applicant agrees to provide Greer CPW access to its system assets at all times, 365 days per year, 24 hours per day.

Service Agreement/Policies Manual

Applicant understands that fees paid for this service address is for one connection and is applicable only for the above described property and is not transferable to any other location. Applicant received and agreed to the terms of document SAWS 1-2012, SAE 1-2012, and SAG 1-2012. Customer also agrees to the various policies as defined in the Customer Care Policy Manual. These policies are subject to change.

Signed: ________________________________  Date: ____________________________

Version 1-2015
Aplicación de Non-Residencial

Fecha de Activación: __________________________

Nombre: ______________________________________

Domicilio: ______________________________________

Pueblo: ___________ Estado: ___________ Código Postal: ___________

Dirección de envío (si es diferente): ______________________________________

Dueño del Negocio: ______________________________________ Teléfono #: __________________________

Clase de Negocio: ______________________________________

Número federal de identificación: ______________________________________

Propia/ Alquiler: (P/L) __________________________ Nombre del dueño(a): __________________________

Carga de aplicación: $____________________ Deposito: $____________________

Justifico que la información proporcionada con el propósito de obtener servicios es verdad y completa.

El pago de Obligaciones de Deuda

Firmando esta aplicación para utilidades, el solicitante concuerda en pagar todo el costo de colección de las cuentas impagas de solicitante. Greer CPW tiene el derecho según el South Carolina Debt Setoff Act para colectar cualquier suma debida por el solicitante por desviación de reembolsos de impuesto del estado del solicitante. Si Greer CPW elige seguir el pago de deudas debidas por el solicitante por medio del Setoff Debt Collection Act, el solicitante concuerda en pagar todas las cargas y los costos contraído por el proceso de desviación, incluyendo cargas del Department of Revenue, el South Carolina Association of Counties, el Municipal Association of Counties, el Municipal Association of South Carolina, y/o Greer CPW. Si Greer CPW elige seguir el colección de deudas en una manera de otra manera que desviación, el solicitante concuerda en pagar los costos y las cargas que se asociaron con la manera seleccionada también.

La obligación para Daños a la Propiedad de CPW

El solicitante comprende para proporcionar servicios de utilidades, Greer CPW debe mantener una porción de sus ventajas de sistema en la propiedad de Solicitante, como la tubería, alambrar, los medidores y los aparatos electrónicos. El solicitante comprende que él/ella es responsable del cuidado apropiado de tales instalaciones fijas de sistema y equipo, y que el solicitante será financieramente responsable de los costos asociados con la reparación o el reemplazo de porciones de estas ventajas si están dañado, desfigurado o maliciosamente rendido inoperable mientras están bajo el cuidado de Solicitante. El solicitante concuerda en proporcionar Greer CPW acceso a sus ventajas del sistema siempre, 365 días por año, 24 horas por día.

Signed: __________________________ Dato: __________________________

Version 1-2015
### DESIGNATED AGENT(S) NON-RESIDENTIAL CUSTOMERS

The undersigned, a non-residential customer of record with Greer Commission of Public Works, hereby designates the following person(s) to act as the customer of record’s agent(s) with Greer Commission of Public Works as regards to the specific premises listed next to the name of the agent(s). The agent(s) is (are) authorized to activate, terminate, and modify utility services at said address:

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</tr>
</tbody>
</table>

The undersigned understands that the agent(s) listed above shall have authority to act for the undersigned until the undersigned notifies Greer CPW in writing of the termination of this designation.

Name                                                                                             Position/Title

Dated this ___________ day of ______________________, 20____.

Sworn to and subscribed before me the ___________ day of ______________________, 20____.

__________________________________________
Notary Public

My Commission Expires: ______________________

Version 1-2015
CORPORATE RESOLUTION OF DIRECTORS

Corporate Resolution of the Directors of ________________

BE IT RESOLVED THAT:

1. ______________________________________ (hereinafter referred to as the “Customer”) is authorized to open and operate accounts with Greer Commission of Public Works (hereinafter referred to as “GCPW”) and to enter into agreements with GCPW with respect to any utility services offered by GCPW from time to time.

2. The Customer authorizes the individual(s) listed on this form (“Authorized Individuals”) to bind the Customer and to conduct all aspects of the utility services relationship of the Customer with GCPW, including without limitation, the following:

   a) To enter into agreements with GCPW including without limitation in accordance with any of GCPW’s forms, agreements, and terms and conditions from time to time;
   b) To give GCPW instructions and perform transactions on behalf of the Customer with respect to the account(s) of the Customer with GCPW and using any of the services offered by GCPW from time to time;
   c) To receive statements, instruments, agreements, terms and conditions, amendments to agreements and terms and conditions, and other documents, notices and communications with respect to the account(s) with GCPW; and
   d) To settle the account(s) of the Customer with GCPW.

3. GCPW is entitled to rely on this resolution as duly and validly authorized and binding on the Customer. GCPW is further entitled to rely on the authority of the Authorized Individuals to bind the Customer. GCPW does not need to make any further inquiry into the authority of the undersigned, the authority of the Authorized Individuals and the validity of this resolution all of which will be enforceable against the Customer and may be acted upon by GCPW.

4. There are no provisions in the charter, by-laws or any other resolution, agreement or document to which the Customer is bound which are inconsistent with this resolution. GCPW is entitled to continue to rely on this resolution and the authority of the Authorized Individuals until GCPW receives a valid resolution of the Customer amending or rescinding this resolution.

__________________________________________
Name
Position/Title

__________________________________________
Name
Position/Title

__________________________________________
Name
Position/Title

Certified to be a true copy of a resolution properly passed by the board of directors of the Customer, which resolution is in full force and effect and unamended as of the date hereof.

Dated this __________ day of ________________, ________.

Version 1-2015
Exhibit N- Contractor Service Request and Form

Date: __________________________

Company Name __________________________

Greer Commission of Public Works is pleased to announce that we will be offering a service for our contractors. We hope this new service will allow you an opportunity to manage your time more efficiently because you will no longer need to wait in line to be served.

Greer CPW will be accepting new service request by email or fax; therefore, you may either fax the enclosed service request form to 864-968-2161 or you may e-mail the form to development@greercpw.com.

After we receive the completed form, your service request will be processed within 2 hours and then we will notify you either by e-mail or phone, whichever you prefer, that your request has been completed.

Then at your convenience, stop by our office with your payment and pick up your receipt.

Yes, it is that easy: complete the enclosed service request form, e-mail or fax the form, bring in your payment and pick up your receipt.

If you have any questions, please call (864)848-5500 or e-mail at development@greercpw.com.

Sincerely,

Greer CPW

Enclosures
CONTRACTOR SERVICE REQUEST FORM

Please fill out completely:

Company Name: ________________________ Requestor Name: ________________________

Permit #: ____________________________ Lot#: ____________________________

Tax Map #: ____________________________

Subdivision: ____________________________

Service Address: ____________________________

City: ____________________________ State: ____________________________ Zip code: ____________________________

Check One:

Inside City ☐ Outside City ☐

Check all that Apply:

Electric ☐

Gas ☐

Water ☐ Tap Size: ____________________________

Sewer ☐

Gas Only:

BTU: ____________________________

Check all that apply:

Appliances: Gas Pack ☐ Logs ☐

Dryer ☐ Grill ☐

Range ☐ Water ☐

Notify me by: Phone: ____________________________ E-mail: ____________________________

Version 1-2015
CUSTOMER CO-SIGNER AGREEMENT

I, ______________, hereby certify the following to the Greer Commission of Public Works:

I am a customer in good standing of Greer CPW, receiving service at ______________ under account number _______________________.

I will take full and complete responsibility for the timely payment of the monthly utility bills incurred by your new customer, ______________, who will be residing at ______________ under account number _______________________.

I understand that it is the customer’s responsibility to pay their utility bill in a timely fashion and that any amounts unpaid past the due date will be subject to a 5% late charge on the unpaid balance. I also understand that any unpaid bill ten days that service can be discontinued on such day without further notice unless prior arrangements have been made.

I understand that this agreement to pay on behalf of this new customer shall be enforced by the Greer CPW by written demand notice to me for all amounts due and payable prior to final termination of service at the above address.

I authorize Greer CPW to transfer any such unpaid amounts due and on the account for which I am co-signing to my own accounts number, at which time such amounts will become my own legal and enforceable debt to the Greer CPW.

I further understand that the terms of this agreement and my obligations under this agreement shall expire (1) year following the date of this agreement.

I further understand that the Greer CPW is waiving the requirement for a security deposit on this new customer based upon my agreement to pay these obligations in the event of their failure to pay.

Signed this ______ day of __________

______________________________     ______________________________
Customer                                              Co-Signer

______________________________
Witness for Greer CPW

Version 1-2015
DEPOSIT ARRANGEMENT FORM

Date: ____________________
Acct: ____________________

I, ________________________, agree to the following deposit arrangements for the following service address______________________________.

Today I have paid $____ in connection fees and $____ of the required $____ customer deposit. I will pay the remaining $____ in ________ payments on the following dates:

_________________________________________________________
_________________________________________________________
_________________________________________________________

I acknowledge in signing this agreement that if this remaining deposit requirement payment is not made by the agreed upon date, my services can be disconnected without further notice. Upon termination of service, I understand that any remaining balance and costs of collections may be collected through the South Carolina’s Debt Setoff Collection Act.

______________________________
Signature

______________________________
Witness
Exhibit Q - Returned Check Letter

Date: ________________________

RE: ________________________________

This letter is to inform you that a check in the amount of $_________ for the above referenced Account was returned for Non-Sufficient Funds and must be paid ___________________.

You will need to pay $_________, which includes a $35.00 return check fee. We will accept cash, money order, cashier’s check or Visa, MasterCard or Discover credit cards for payment on this account. For your convenience, you may also use our night drop; however, please write on the envelope “RETURNED CHECK”.

Please note that your payment must be received by 8:30 AM on _____________ to avoid having your service disconnected.

If you have any questions, please contact us at (864) 848-5500.

Respectfully submitted,

Greer CPW
Date: ____________________

RE: __________________________

This letter is to inform you that a check in the amount of $_________ for the above referenced account was returned for Non-Sufficient Funds and must be paid ________________.

You will need to pay $_________ which includes a $35.00 return check fee. We will accept cash, money order, cashier’s check or Visa, MasterCard or Discover credit cards for payment on this account. For your convenience, you may also use our night drop; however, please write on the envelope “RETURNED CHECK”.

It is our policy to refuse to accept a check/draft as payment on an account after two have been returned from the bank unpaid in a twelve-month period. **For this reason it will be necessary for you to pay your account with cash, money order, cashier’s check or credit card until ________________.**

Please note that your payment must be received by 8:30 AM on _____________ to avoid having your service disconnected.

If you have any questions, please contact us at (864) 848-5500.

Respectfully submitted,

Greer CPW

Version 1-2015
Exhibit R- Special Needs Form

SPECIAL NEEDS CUSTOMER MEDICAL CERTIFICATION FORM

Customer information to be completed by Customer:

Name on Account ____________________________ CPW Account # ____________________________

Address: ____________________________________________________________________________

Work Phone ___________ Home Phone _____________ Cell Phone __________________

Patient's Name ________________________________

Please read the following and initial each one:

_____ I certify that the patient named above is a member of my household residing at the above address.

_____ I understand that this Certificate will expire one year from November 30th and must be resubmitted annually by this date to continue participating in the Special Needs Customer Program.

_____ I further understand that this in no way releases me from my obligation to pay my monthly bill in accordance with CPW's standard payment terms.

Customer’s Signature __________________________ Date ______________________________

Certificates are not issued for water service that is subject to disconnection.

Medical Information below to be completed by a SC Licensed Healthcare Provider:

I certify that I have examined the patient named above and, in my professional opinion as a medical doctor, physician’s assistant, nurse practitioner or advanced-practice registered nurse licensed by the State of South Carolina, I certify it would be especially dangerous to my patient’s health if the electric and/or natural gas is disconnected for nonpayment of bills for the reason circled below. (Greer CPW will attempt to notify these customers of a planned outage whenever reasonably possible.)

Nebulizer for Asthma, Lungs Feeding (Pump) Machine Oxygen Machine
Heart Monitor Infant Apnea Monitor Ventilator/Respirator
Home Dialysis Treatment Refrigeration for Insulin Alzheimer/Dementia
(CPAP machine for adult sleep apnea does not qualify)

A detailed explanation for reasons not mentioned above must be submitted for review.

A detailed explanation for reasons not mentioned above must be submitted for review.

Healthcare Provider Name __________________________ Office Phone ____________________________

SC Medical License Number __________________________

Circle one that applies: Medical Doctor, Physician’s Assistance, Nurse Practitioner, Advanced-Practice Registered Nurse

Office Address ____________________________________________

Healthcare Provider Signature ___________________________ Date ______________________________

This form must be faxed to Greer Commission of Public Works at 864-968-2161 or e-mailed to: customer@greercpw.com from the office of a SC licensed healthcare provider.

Version 1-2015
THIRD PARTY NOTIFICATION FORM

Customer Information
Name: ____________________________
    First                     Middle/Maiden                     Last

Service Address
Street: ____________________________

Greer CPW Account Number: _______________ Phone: _______________

Greer CPW is committed to a third party notification system for its electric/natural gas customers. The intent of this program is to offer our customers the opportunity to have a third party notified in the event of disconnection of electric and natural gas service due to non-payment of bills.

A customer wishing to take advantage of this system must complete this form in its entirety and return it to 301 McCall Street, Greer, SC. By submitting this form, the customer authorizes Greer CPW to release his/her utility account information to any or all of the parties identified below. The customer also assumes the responsibility to notify Greer CPW of any changes to the contact information listed on this form.

In the event that service for the above utility account is scheduled for disconnection, Greer CPW will call the telephone numbers for the customer and the third-party listed on the Third-party notification form to notify them of the Greer CPW’s intention to disconnect service(s).

The form relates to the electric and/or natural gas service and Greer CPW reserves the right to disconnect any other service for which payment is past due.

In the event that Greer CPW attempts to notify the account holder (customer) and the authorized third party listed below and are unable to reach any or all parties, Greer CPW will continue with service disconnection as scheduled.

This form must be renewed annually by November 30th to ensure service continuity.

Authorized Third Party:

Name: ____________________________

Address: ____________________________

Work Phone: _______________ Home Phone: _______________ Cell Phone: _______________

Customer Authorization:

I, ____________________________, understand and agree to the terms listed herein and authorize Greer CPW to notify the above authorized party as to the status of payment or non-payments of my Greer CPW utilities account. I further understand that failure of Greer CPW, upon reasonable attempt described here, to notify me of the authorized third party will not preclude Greer CPW from disconnecting my electric and/or natural gas service.

Customer Signature: ____________________________ Date: _______________

Customer Printed Name: ____________________________

Third Party Signature: ____________________________

Third Party Printed Name: ____________________________

Version 1-2015
## BILLING CYCLES AND DUE DATES

<table>
<thead>
<tr>
<th>Cycle</th>
<th>Books in Cycle</th>
<th>Date of Month Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>101, 102, 103, 104, 105, 106,</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>107, 108, 109, 110, 111, 112</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>113, 114, 115, 116</td>
<td>25</td>
</tr>
<tr>
<td>3</td>
<td>170, 171, 172, 173</td>
<td>25</td>
</tr>
<tr>
<td>4</td>
<td>174, 175, 176, 177, 178, 183, 187, 188</td>
<td>27</td>
</tr>
<tr>
<td>5</td>
<td>117, 118, 119, 120, 121</td>
<td>28</td>
</tr>
<tr>
<td>6</td>
<td>122, 125, 126, 127, 133</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>128, 129, 130, 131, 134</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>135, 136, 137, 138, 144, 145, 146, 147</td>
<td>6</td>
</tr>
<tr>
<td>9</td>
<td>123, 124, 132, 139, 140, 141, 142, 143</td>
<td>7</td>
</tr>
<tr>
<td>10</td>
<td>185, 186, 193, 194, 195, 196, 197, 198</td>
<td>8</td>
</tr>
<tr>
<td>11</td>
<td>148, 149, 150, 151, 152</td>
<td>10</td>
</tr>
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<td>12</td>
<td>189, 190, 191, 192</td>
<td>11</td>
</tr>
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<td>13</td>
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</tr>
<tr>
<td>14</td>
<td>164, 165, 166, 167, 168, 169</td>
<td>15</td>
</tr>
<tr>
<td>15</td>
<td>156, 157, 158, 163</td>
<td>17</td>
</tr>
<tr>
<td>16</td>
<td>179, 180, 181, 182, 184</td>
<td>20</td>
</tr>
</tbody>
</table>
# BILL TIMELINE

<table>
<thead>
<tr>
<th>Account Events</th>
<th>Time Frame Event Occurs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read Date</td>
<td>Date meter is read, occurs about every 30 days</td>
</tr>
<tr>
<td>Bill Date</td>
<td>On or within 5 days of Read Date</td>
</tr>
<tr>
<td>Due Date</td>
<td>Fixed Date for each Account.(See appendix)</td>
</tr>
<tr>
<td>Late Fee Date</td>
<td>Day after Due Date.</td>
</tr>
<tr>
<td>Late Notice Mailed</td>
<td>Late Notice Mailed when Late Fee is Added</td>
</tr>
<tr>
<td>Late Call Attempt</td>
<td>Occurs approximately 3 days after Late Fee Date</td>
</tr>
<tr>
<td>Disconnect Call Attempt</td>
<td>Occurs approximately 10 days after Due Date</td>
</tr>
<tr>
<td>Scheduled for Disconnect</td>
<td>Occurs on the 11th day after Due Date</td>
</tr>
<tr>
<td>Service Disconnected</td>
<td>Day disconnect work order is created</td>
</tr>
<tr>
<td>New Bill Issued (may include Past Due)</td>
<td>On or around Disconnect Date</td>
</tr>
<tr>
<td>Final Bill issued if service remains disconnected</td>
<td>Within 2 weeks of Disconnect Date</td>
</tr>
<tr>
<td>Dormant Letter Issued (If Account Balance remains unpaid)</td>
<td>Approximately 30 days after Final Bill Due Date</td>
</tr>
<tr>
<td>Setoff Debit Letter Issued (If Account Balance remains unpaid)</td>
<td>October of the year account balance remains unpaid balance is forwarded to Setoff Debt Program for Collection</td>
</tr>
</tbody>
</table>

**Exhibit U - Billing Timeline**
Exhibit V - Bill Explanation

Please return this portion with your payment.

CPW Customer
CPW Service Address
Greer, SC 29651

CPW
Focusing Our Energy On You
301 McCall Street
Greer, SC 29650
(864) 448-5000
www.greerpw.com

ACCOUNT NUMBER BILL DATE
138-5885-01 10/01/09

AMOUNT DUE DUE DATE
$3,279.84 10/22/09

CPW

A late payment charge of $163.99 will be added to your account at close of business on 10/22/09. After this date pay $3,443.83.

Service Address: CPW Service Address
Account Number: 101-0002-00

Bill Date: 10/01/09 Due Date: 10/22/09

METER READING SUMMARY

DESCRIPTION SERVICE PERIOD NO. METER NUMBER
Electric 06/02/09-07/01/09 34 76643320
Electric 06/02/09-07/01/09 34 51378362
Gas 06/02/09-07/01/09 34 16262362
Water 06/02/09-07/01/09 34 49979960
Sewer 06/02/09-07/01/09 34 34025444

READING TYPE MULTIPLIER PREVIOUS READING CURRENT READING CONSUMPTION DEMAND

Electric 40.000 60946 61432 1940.00 kWh 50.48
Electric 1.900 1890 1904 560.00 kWh 0
Gas 1.000 100186 103050 1620.00 cf 0
Water 1.000 43452 43644 1200.00 gal 0
Sewer 1.000 4390 4544 1540.00 gal 0

Next meter reading on or about 11/01/09

DETAILED OF CURRENT USAGE AND CHARGES

ELECTRIC

Description: Electric Base Charge
Amount: 20.00

Description: Consumption Charge
Amount: 2,272.40

Service Total: $2,502.40

WATER/SEWER

Description: Water Base Charge
Amount: 16.50

Description: Consumption Charge
Amount: 56.94

Description: Sewer Base Charge
Amount: 16.50

Description: Consumption Charge
Amount: 88.00

Service Total: $177.94

GAS

Description: Gas Base Charge
Amount: 6.50

Description: Consumption Charge
Amount: 454.65

Tax/ Furious Fees
Amount: 0.00

Service Total: $461.15

MISCELLANEOUS CHARGES

Description: 100 W HPS Light
Amount: 8.85

Payment Arrangements
Amount: 50.00

Service Total: $58.85

Greer Area Temperatures
Avg Hi: 85 Avg Lo: 32
Total Precipitation: 99.99 in

Total Current Charges $3,279.84
Amount Due $3,279.84
Late Fee After 10/22/09 $163.99
Amount Due After 10/22/09 $3,443.83
Bill Explanation

At Greer CPW, we are always looking for ways to make things easier for our customers. We have implemented this format for your billing statement, summarizing your expenses in a simpler and more customer-friendly way. Not only is the billing information displayed in a more organized layout in order to reduce confusion on payments, but additional information is available to you as well. A meter reading summary displays information about the status of each meter. A detail of current usage and charges explains the electric, water, sewer, and gas usage of your home or business and clarifies the charges of each utility. Now you will know exactly what you are paying and why you are paying it, all in our efforts to make your experience with Greer CPW better and easier.

On the reverse side of this flyer, we have attached a sample bill with highlighted and numbered key features. Please see the below numbered key features for explanations.

1. REMITTANCE BOX - The remittance box contains the following items:
   - Bill Date is the date that your statement was processed by Greer CPW’s Billing Department.
   - Account Number is a unique number assigned to you and your serviceable address. For faster service, please refer to this number when communicating with Greer CPW Customer Service Representatives.
   - Due Date is the date by which you must pay your current charges. Failure to pay current charges by the Due Date will result in applicable penalties. Previous balances are subject to immediate disconnection.
   - Amount Due reflects both current and past due amounts. Past Due balances are subject to immediate disconnection.

2. BILL MAIL TO ADDRESS - This is the Address we have on file for your mailing address.

3. SUMMARY BOX - The Summary Box contains the following items:
   - Previous Balance amounts reflect charges incurred during the previous billing period. Past Due balances are subject to immediate disconnection.
   - Late Charges/Other Fees reflect penalties and fees incurred during the current billing period.
   - Payments reflect payments made since the last billing period.
   - Adjustments/Credits reflect adjustments incurred in the current billing period.
   - Balance Forward reflects all charges incurred prior to the current month’s consumption charges.
   - Current Charges represent all charges incurred in the current billing period.
   - Account Balance reflects both current and past due amounts. Past Due balances are subject to immediate disconnection.

4. SERVICE ADDRESS - Address of Meter Locations on bills.

5. METER READING SUMMARY - Displays information about each meter including meter type, service period, number of days, previous and current meter readings. Electric consumption is measured in kilowatt-hours (kWh) during a service period. Water consumption is measured in gallons (gal) during a service period and gas consumption is measured in cubic feet (cf). Lastly, an estimated date for your next meter reading is displayed.

6. DETAIL OF CURRENT USAGE AND CHARGES - Displays information about your gas, electric, water, and sewer charges including:
   - Consumption graph displays usage in kilowatt-hours (kWh) for electricity and gallons (gal) for water, and cubic feet (cf) for natural gas.
   - Water/Sewer graph depicts data for domestic water usage only. Sewer and irrigation totals are not included.
   - Basic charge represents the costs Greer CPW incurs delivering service to your home or business. It includes administrative costs, meter reading costs, billing, customer service, and maintenance of accounts. It is a fixed cost and does not change with the amount of electricity, gas, or water consumed.
   - Consumption Charge for electric use is based on the amount of kilowatt-hours (kWh) used during the billing period. For water, sewer, and irrigation, the amount is based on the amount of gallons (gal) used during the billing period and natural gas is on the number of cubic feet (cf) used. This amount will vary from month to month based on the number of days in the billing period, family size, and appliances used.
   - Service Total reflects the total current dollar amount due for each service consumed during the current period.

7. TOTAL CURRENT CHARGES - Represent all charges incurred in the current billing period.

8. AVERAGE TEMPERATURES - This is the average high and low temperatures for the billing period.

Greer CPW • PO Box 160 • Greer, SC 29652
www.GreerCPW.com
READING METERS

Gas, electric, and water meters record the total amount of gas, electricity, or water consumed, just as a car's odometer records mileage. Meters are highly accurate instruments. In fact, our accuracy record is measured and found to be correct more than 99 percent of the time. You can also check the accuracy of the meter by learning to read your own meters. Here's how:

Elster American Gas Meters

Greer CPW utilizes gas meters that have Automated Meter Read (AMR) capabilities to capture natural gas usage. This usage is displayed in cubic feet (ccf). These meters transmit billing data via a radio signal to handheld and vehicle-based receivers used by our meter readers on their routes. AMR meters are more efficient and accurate for meter reading than older mechanical dial meters.

To calculate how much natural gas you have used so far during this bill cycle, you'll first need to get your most recent bill and compare it to what's displayed on your meter. Subtract the "Current Read" you see on your most recent bill from the numbers you see on your meter. The difference between the two is how much you've used so far in this bill cycle.

To read the meter you will real the dials except for the testing dials (testing dials have no numbers). If the hand on any dial is between two numbers, read the smaller number. If the hand appears directly on a number, read the smaller number.

Ex: How to calculate your usage during this bill cycle:

<table>
<thead>
<tr>
<th>Number in Digital Display</th>
<th>5678</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Current Read&quot; on most recent bill:</td>
<td>5645</td>
</tr>
<tr>
<td>CCF used this bill cycle:</td>
<td>33</td>
</tr>
</tbody>
</table>

To help us keep track of how much natural gas you use, please keep your meters accessible and clear of obstructions.
Almost all Greer CPW electric customers have Automated Meter Read (AMR) meters with a digital display of electricity usage MEASURED IN KILOWATT-HOURS (KWh). These meters transmit billing data via a radio signal to handheld and vehicle based receivers used by our meter readers on their routes. AMR meters are more efficient and accurate for meter reading than the old-fashioned mechanical dial meters.

To calculate how much electricity you've used so far during this bill cycle, you'll first need to get your most recent bill and compare it to what's displayed on your meter. Subtract the “Current Read” you see on your most recent bill from the digital number you see on your meter. The difference between the two is how much you've used so far in this bill cycle.

Ex: How to calculate your usage during this bill cycle:

<table>
<thead>
<tr>
<th>Number in Digital Display</th>
<th>50382</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Current Read&quot; on most recent bill:</td>
<td>48216</td>
</tr>
<tr>
<td>Kilowatt-hours used this bill cycle:</td>
<td>2166</td>
</tr>
</tbody>
</table>
Badger Recordall™ Water Meter

Reading your own meter is a great way to keep track of water usage. This is a Badger Recordall Model 25. Greer CPW has converted all of the domestic services to this style of meter. These meters all have radio transmitters so we can read them from a vehicle and do not have to open the meter box.

This meter reads 56350. We currently bill by 10 gallon increments using all “moving” digits so it will allow you to better track usage. Please notice that the far right zero is fixed and does not move.

The long skinny needle moves around the face, completing one revolution every 10 gallons. The small six pointed red star is called a leak detector. It will move if you have a very small leak. Sometimes the movement is jerky and you might have to watch it for a few minutes. One of the best ways to check for a leak using your meter is to turn off everything in the house. Write down all of the numbers. Wait as long as you can without using any water, perhaps while you are at work. Then read it again. If there is any change you may have a leak.

To calculate how much water you’ve used so far during this bill cycle, you’ll first need to get your most recent bill and compare it to what’s displayed on your meter. Subtract the “Current Read” you see on your most recent bill from the digital number you see on your meter. The difference between the two is how much you’ve used so far in this bill cycle.

Ex: How to calculate your usage during this bill cycle:

<table>
<thead>
<tr>
<th>Number in Digital Display</th>
<th>56350</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Current Read” on most recent bill</td>
<td>55220</td>
</tr>
<tr>
<td>Gallons used this bill cycle:</td>
<td>1130</td>
</tr>
</tbody>
</table>

Version 1-2012
Exhibit X- Equal Payment Plan (EPP) Form

EQUAL PAYMENT PLAN

Customer Information
Name: ________________________________
   First                         Middle/Maiden     Last

Service Address
Street: ________________________________

Greer CPW Account Number: ________________ Phone: ________________

I agree to pay $________________ each and every month by the due date as shown on my bill and understand that the same rules and regulations apply as to all other customers of CPW. I understand the requirements as outlined below:

Customer must have residential electric or gas service for a minimum of one year. Payment amount is based on average year consumption divided by 11 months. If equal payment is late, the amount of payment will be subject to a 5% penalty and if not paid service may be disconnected.

Customer cannot skip a payment, even if they have a credit balance.

At the end of twelve months customers must settle up by paying the full balance that is owed. If there is a credit balance, it will carry over to the next year unless a refund is requested by the customer. If the credit is refunded, the amount of the equal payment will be adjusted for the next year.

If the customer is taken off the equal payment plan due to late payments, they will not be allowed to participate in the plan for one year.

The customer must come to a zero balance before going on EPP.

The payment amount may be adjusted during the year by sending notification to the customer.

______________________________  ________________________________
Customer’s Signature           Date

______________________________  ________________________________
CPW Employee                   Date

Completed form may be faxed to (864) 968-2161 or mailed to PO Box 216 Greer, SC 29652

Version 1-2015
SECURITY LIGHTING AGREEMENT

Customer Information
Name: ____________________________
First Middle/Maiden Last

Service Address
Street: ____________________________

Greer CPW Account Number: ____________ Phone: ____________

This agreement entered into this the ________ day of ____________, ________
between the Greer Commission of Public Works, hereinafter referred to as GCPW, and
__________ hereinafter referred to as the lessee, as follows, to-wit:

For and in consideration of the rental charges to be paid to GCPW as hereinafter stated, GCPW will light
the outdoor property of the lessee, situated on ____________________________ by the installation of
the poles, brackets, fixtures and HP sodium lamps at the places designated by the lessee so that the lights
will automatically turn on at predetermined outdoor darkness and turn off at predetermined outdoor brightness.
GCPW will own and operate the said lighting equipment and furnish the electricity.

GCPW will not assume liability for damages from the said fixtures and poles located on the premises of
the lessee which might occur to the premises, lessee, any person or vehicle.

GCPW will make all reasonable efforts to maintain the fixtures in operational condition at all times under
ordinary conditions, wear and the acts of providence, but in the event of damages to the fixtures and poles by
the lessee or other persons or agencies beyond the control of GCPW, the replacement or repairs thereof shall
be the responsibility of the lessee.

The lessee shall pay a one-time pole and fixture installation charge based on the requested service
minus the standard light with no poles and overhead wiring. If required by subdivision ordinance or the
customer chooses underground service, the lessee shall also pay a one-time pole and fixture installation
charge.

The lessee shall pay a monthly rental fee (fees subject to change) to GCPW for the use of each lighting
fixture and pole installed, and this contract shall be for a period of 3 years from the date herein stated.

Should the customer move or decide to terminate this agreement prior to the 3 years of service, the
customer will be billed an early termination fee of $110.00 per light installed. Service is non-transferable from
one location to another.

In the presence of:

_____________________________ ________________________________
GCPW Representative Lessee

Accepted by: ________________________________

Version 1-2015
PAYMENT ARRANGEMENT FORM

Customer Information
Name: ________________________________
First: ____________________ Middle/Maiden: ____________________ Last: ____________________

Service Address
Street: __________________________________________________________

Greer CPW Account Number: ____________________ Phone: ____________________

I, ____________________ , agree to the following payment arrangement on the above account:

I have a debt (past due, current) on the above account in the amount of ________ which I will pay in ________ weekly payments of ________ to be paid each ________ starting on ________ through ________ .

I know that by signing this agreement, if payments are not made accordingly, my service at ________ will be disconnected without further notice. Upon termination of service, I understand that any remaining balance and costs of collections may be collected through the South Carolina’s Debt Setoff Collection Act.

__________________________________________  __________________________
Customer’s Signature                      Date

__________________________________________  __________________________
Witness                                   Date
PAYMENT ARRANGEMENT FORM

Customer Information
Name:__________________________________________
First                   Middle/Maiden                     Last

Service Address
Street:__________________________________________

Greer CPW Account Number:________________________ Phone:________________________

I, ______________________, agree to the following payment arrangement on the above account:

I have a ___________________________ bill of __________________ which will be divided into _______ payments of _______ to be paid with my ___________________________ through ___________________________ bills. Bills are due on the ___________________________ of the month. I agree to the terms stated above. My bill will reflect my current month’s bill amount and my payment arrangement amount in the current amount due on my bill. I understand if not paid by the due date I could incur penalties and if not paid by the cutoff date, I may be disconnected for non-payment. Upon termination of service, I understand that any remaining balance and costs of collections may be collected through the South Carolina’s Debt Setoff Collection Act.

_________________________________________       ______________________
Customer’s Signature                                  Date

_________________________________________
Witness                                                   ______________________
                                                         Date
Exhibit AA- Delayed Penalty

DELAYED PENALTY

Customer Information
Name: ____________________________________________
First ____________________________ Middle/Maiden ____________________________ Last

Service Address
Street: ____________________________________________

Greer CPW Account Number: ____________________________ Phone: ____________________________

Delayed Penalty is designed to allow the customers due date to coincide with the date they receive a Social Security or Disability Benefits payment. Proof of sole source income has been verified. The (10) day grace period does not apply to delayed penalty accounts.

Frequent past due accounts will be subject to removal from this program.

I acknowledge that by utilizing the Delayed Penalty program my bill is now payable on the _______ day of the month. If my bill remains unpaid after this date, my account is subject to disconnection for non-payment.

__________________________________________  ____________________________
Customer’s Signature                          Date

__________________________________________  ____________________________
CPW Employee                                  Date

Version 1-2015
Exhibit BB- Bank Draft

AUTHORIZATION FORM
BANK or CREDIT CARD DRAFT

Customer Information
Name: __________________________________________

Service Address
Street: __________________________________________

Greer CPW Account Number: ________________________ Phone: ________________________

PLEASE FILL OUT THE FOLLOWING FOR MONTHLY BANK DRAFT:

Please check one: [ ] Checking [ ] Savings

Please make sure a voided check accompanies this form.

Name of Bank: __________________________________________

Bank Account #: ________________________________________

I authorize Greer Commission of Public Works to deduct my bill payments from my bank account on my due date. I understand that if at any time I decide to discontinue this payment service, I will notify Greer Commission of Public Works. The Bank Draft program is a free service provided by Greer Commission of Public Works.

Signature __________________________ Date ______________

PLEASE FILL OUT THE FOLLOWING FOR MONTHLY CREDIT CARD DRAFT:

Type of credit card to be used (please check one): [ ] VISA [ ] MASTERCARD [ ] DISCOVER

Name as it appears on Card: __________________________________________

Card Number: __________________________ Expiration Date: __________________________

Credit Card Billing Address:

I authorize Greer Commission of Public Works to deduct my bill payments from my bank account on my due date. I understand that if at any time I decide to discontinue this payment service, I will notify Greer Commission of Public Works. The Bank Draft program is a free service provided by Greer Commission of Public Works.

Signature __________________________ Date ______________
Exhibit CC- Payment Assistance Card

Greenville County Payment Assistance

Greer Relief (864) 848-5355
Baptist Crisis Center (864) 242-9083
Buncombe Street United Methodist (864) 235-6011
Catholic Charities (864) 242-2233
Redemption World Outreach (864) 281-1520
Salvation Army (864) 235-4803
S.H.A.R.E. (864) 269-0700
United Ministries (864) 232-6463
Urban League (864) 244-3862

Version 1-2012
Spartanburg County Payment Assistance

Greer Relief (864) 848-5355
District 5 Ministries (864) 439-7760
Greater Spartanburg Ministries (864) 585-9371
Helping Hands Ministries (864) 476-2401
Operation Hope of Landrum (864) 457-2812
Piedmont Community Action (864) 585-8183
Total Ministries (864) 585-9167
The Salvation Army (864) 573-5493
                       Extension 3

Version 1-2012
Exhibit DD - Abandon Gas

GAS ABandonMENT FORM

Customer Information
Name: ________________________________
   First        Middle/Maiden        Last

Service Address
Street: ________________________________

Greer CPW Account Number: ____________ Phone: ________________

Work Order Number: ________________

By signing this form I am giving CPW permission to abandon the gas line at the above service address.

I am aware that in the future if gas service is requested; a new tap and connection fee must be paid at the current fees.

______________________________    ________________
Property Owner’s Signature        Date

______________________________    ________________
Witness                          Date

Version 1-2015
Exhibit EE- ReWa New Account Fee Permit

<table>
<thead>
<tr>
<th>CONTROL NO.</th>
<th>No. R 865</th>
</tr>
</thead>
<tbody>
<tr>
<td>WESTERN CAROLINA REGIONAL SEWER AUTHORITY</td>
<td></td>
</tr>
<tr>
<td>INVOICE</td>
<td></td>
</tr>
<tr>
<td>NEW-ACCOUNT FEE PERMIT TO USE SEWER FACILITIES</td>
<td></td>
</tr>
<tr>
<td>1. APPLICANT SHOULD BE CERTAIN OF SEWER AVAILABILITY BEFORE COMPLETING THIS PERMIT TO USE SEWER FACILITIES</td>
<td></td>
</tr>
</tbody>
</table>

| DATE: | | TAX MAP REFERENCE |
| PERMIT#: | | SHEET: |
| (PERMISSION IS HEREBY GRANTED) |
| OWNER: | PHONE: |
| CONTRACTOR: | PHONE: (____) ________ |
| MAILING ADDRESS: |
| SERVICE ADDRESS: |
| WATER AGENCY: | WATER METER SIZE: | NEW ___ EXISTING |
| WATER METER SIZE INCREASED FROM _______ TO _______ |
| _____ W.C.R.S.A. INFORMATION COMPLETE | _____ SEWER SUB-DISTRICT INFORMATION COMPLETE |
| TO CONNECT INTO __________________ SUB-DISTRICT SEWER SYSTEM WHICH DISCHARGES TO A WESTERN CAROLINA REGIONAL SEWER AUTHORITY TREATMENT FACILITY. |
| APPROVED BY: |
| (Customer) | (Date) | (W.C.R.S.A. Agent) |

II. W.C.R.S.A. ENGINEERING APPROVAL

NEW CUSTOMERS ARE REQUIRED TO SECURE ADDITIONAL APPROVAL FROM THE ENGINEERING DEPARTMENT IF THE EXPECTED WASTEWATER FLOW IS IN EXCESS OF 1,000 GPD OR IF THE SERVICE CONNECTION IS MADE DIRECTLY TO A W.C.R.S.A. TRUNK LINE.

W.C.R.S.A. HAVING JURISDICTION OVER SEWER TREATMENT FACILITIES, HAS EXAMINED THIS REQUEST, AFFIRMED THE AVAILABILITY OF TRUNK AND TREATMENT SERVICE CAPACITY, AND APPROVED THIS REQUEST, SUBJECT TO ANY TERMS AND CONDITIONS ATTACHED, AND ALL APPLICABLE LAWS, RULES AND REGULATIONS. THIS PERMIT IS NOT TRANSFERABLE ORAssignable, WHERE LINES OF FACILITIES ARE TO BE DEEDED AND ACCEPTED BY IT. THE UNDERSIGNED AGREES TO ACCEPT, MAINTAIN AND OPERATE SUCH ONLY AFTER CONSTRUCTION HAS BEEN COMPLETED, REQUIREMENTS FOR ENGINEERING STANDARDS OR REGULATIONS HAVE BEEN MET, AND SUCH HAVE BEEN INSPECTED AND APPROVED BY THE APPROPRIATE DISTRICT ENGINEER, CITY OR COUNTY CODES DEPARTMENT, AND BY THE STATE OF SOUTH CAROLINA DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL.

WWTP NAME: | NPDES SCO |
| WESTERN CAROLINA REGIONAL SEWER AUTHORITY |
| DATE: | | TITLE: |
| BY: |
| TELEPHONE W.C.R.S.A LINE MAINTENANCE DEPARTMENT FOR INSPECTION AT 299-4051 OR 299-4033 AFTER CONNECTION TO TRUNK LINE IS COMPLETE. |

RECEIPT

TOTAL NEW ACCOUNT FEE PAID: | | |
| RECEIVED FROM: | ADDRESS: | |
| | | DOLLARS ($ ) |
| FOR: | HOW PAID: | BY: |
| GREEN-W.C.R.S.A Agent | WHITE-W.C.R.S.A | YELLOW-Customer | BLUE-Codes Office |
Exhibit FF- Letter of Credit

LETTER OF CREDIT

Date: ________________________

To Whom It May Concern:

____________________ who currently resides at ___________________________ in
____________________, SC has been on our service line since ________________________. The
most current 12 month history reflects:

 ______ late penalty
 ______ cut off notices
 ______ return payment item

If you have any questions, please feel free to contact us at (864) ________.

Respectfully Submitted,

Greer CPW