

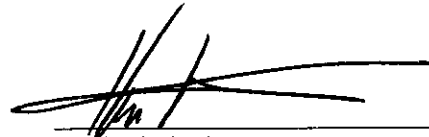
## RESOLUTION

### CHANGES TO THE REGULATIONS GOVERNING UTILITY SERVICE

WHEREAS, a change is required to match the James City Service Authority's (JCSA) utility bill due date with the due date of the JCSA's billing agent, Hampton Roads Utility Billing Service.

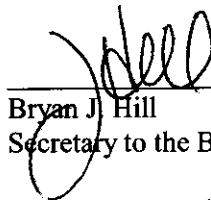
NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the James City Service Authority, James City County, Virginia, hereby adopts the changes to Section 13, General Rate Policy and Rate Schedule, Regulations Governing Utility Service as summarized in the attachment, which will become effective October 1, 2016.

BE IT FURTHER RESOLVED, that the attachment showing the proposed changes be made part of this resolution.



Kevin Onizuk  
Chairman, Board of Directors

ATTEST:



Bryan J. Hill  
Secretary to the Board

MC GLENNON  
LARSON  
ONIZUK  
SADLER  
HIPPLE

#### VOTES

<u>AYE</u>	<u>NAY</u>	<u>ABSTAIN</u>
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Adopted by the Board of Directors of the James City Service Authority, James City County, Virginia, this 9th day of August, 2016.

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### SECTION 13. UTILITY BILL

- A. Frequency; address. A utility bill shall be mailed quarterly to every customer for utility service supplied during the time period shown on the utility bill; provided, however, those customers whose aggregate bill exceeds \$750.00 per quarter shall be billed monthly. The Utility may bill on a bimonthly basis for sewer where meter readings taken by a non-Utility water system owner can be used to determine consumption. Each utility bill shall contain, as a minimum, the following information:
- B. Contents of Bill. Each utility bill shall contain, as a minimum, the following information:
1. The date of the utility bill.
  2. The time period and number of days of utility service covered by the utility bill.
  3. The utility charge(s) due.
  4. The date when complete payment is due at the Authority office, which date shall be ~~thirty (30)~~ twenty-one (21) days from the date of the utility bill. ~~The bill shall also notify customer that if payment is to be made to one of the area banks which is authorized to receive utility payments, such payment must be made at least ten (10) working days prior to the date that the payment is due at the Authority Office.~~
  5. Notice whether the bill is based on an actual or an estimated measurement of the amount of utility service supplied.
  6. Notice that the customer may call the Authority customer representative whose telephone number shall be listed on the utility bill, in order to:
    - (a) Dispute the amount of the utility charges.
    - (b) Avoid the termination of utility service for nonpayment of the amount(s) shown on the utility bill.
    - (c) Apply for restoration of utility service.
    - (d) Request answers to any other questions about utility service.
- C. Mailing address. The utility bill shall be sent to the mailing address shown on the "Application for Service and Contract"; provided, however, the utility bill shall be sent to a different address when the customer has given to the Authority notice of such different address.
- D. Correction of utility bill. The Authority reserves the right to correct a utility bill rendered in error.