

**TONOPAH PUBLIC UTILITIES (TPU)
RESIDENTIAL CUSTOMER INFORMATION**

The following information is intended to provide residential customers with basic information related to Water/Sewer service and is not all-inclusive of the rules and regulations specified in Tonopah Town Ordinance (TTO) 22.28 Water and Sewer Regulations. A complete copy of TPU Water/Sewer Regulation and other related documents may be obtained at the TPU Office located at 102 Burro Avenue, Tonopah, NV 89049; or online at the Town website: www.tonopahnevada.com. Customer's are subject to the provisions of TTO 22.28, related documents and all applicable State and Federal Regulations regarding the use of water/sewer services for which customer receives.

ADMINISTRATIVE FEES: An administrative fee *of \$10 for water and \$10 for sewer* charged on customer's first bill. Accounts temporarily inactivated at the customer's request will be charged \$20 reactivation fee upon reactivation.

SECURITY DEPOSIT: Residential customers requesting new service are required to pay a \$75 Security Deposit. Property owners and customers who previously established credit within the previous twelve (12) month period with the utility may be considered for a waiver of deposit. TPU requires proof of ownership and/or prior payment history if applicable. Deposit waivers are granted at the discretion of the TPU Accounts Supervisor or Administrative Supervisor. Accounts are audited semi-annually pursuant to Tonopah Town Ordinance 22.28.150 for possible credit or refund. Deposits will be applied to any amount owing on final billings, remaining deposit funds will be refunded to the customer by check to the address on file. (TTO 22.28.140 & TTO 22.28.150)

BILLING AND DUE DATES. Monthly bills are prepared and mailed the last regular business day each month. Bills are due and payable upon receipt and are considered delinquent if not paid by the 18th of each month. In the event the 18th is on a weekend or a holiday, the due date will be the first regular business day following the 18th. Payments may be delivered, to the TPU Office or placed in the night drop box, located at 102 Burro Street, mailed to P.O. Box 151, Tonopah, NV 89049, phone payment using debit or credit card (775) 482-6643 (during regular business hours), or pay online at www.tonopahnevada.com. Please note: convenience fees are added to each credit/debit card transaction. Fees range in price from \$2.00 and up determined by the total dollar value of the transaction). (TTO 22.28.330 & TTO 22.28.240)

DELINQUENT ACCOUNTS & PENALTIES: Billings not paid, on or before the due date, shall be considered delinquent and subject to a *penalty of 10%* of the delinquent amount. Accounts outstanding after 60 days will be notified by mail, Service will be terminated unless payment is made prior to the due date on the "Shut-off Notice". In the event your service is terminated for non-payment customer must present payment in full, before service will be restored. TPU may allow customers to make a payment arrangements contact our office for additional information. Failure to comply with the terms of a payment agreement will result in immediate termination of service and a \$25 disconnect fee will be charged to the account. (TTO 22.28.330 through 22.28.380 and the TPU Amended Collection Policy)

RETURNED CHECK: Checks returned by the bank for non-sufficient funds or other reasons as unpayable, will be charged a \$42 fee. If three (3) or more checks are returned by your bank, TPU will require payment on the account be made with CERTIFIED FUNDS ONLY - cash, cashier check or money order. (TTO 22.28.340(D) and the TPU Amended Collection Policy).

METERS: Contact our office should you need the water shut-off at the meter box. Persons caught tampering or altering utility meters will be responsible for the repair/replacement costs and labor costs that may be necessary to replace/repair the meter. (TTO 22.28.270 subsections (C), (F), (H) & (O))

MOVING: Contact our office to suspend or transfer service. Please update this office with any changes in address or other contact information immediately.

OFFICE HOURS: Our employees are available to assist you - Monday through Friday, except Federal and State observed holidays from the hours of 8:00 a.m. – 5:00 p.m. (closed for lunch 12:00 p.m.–1:00 p.m.) Service requests made after 3:00 p.m. will be made the following business day. A \$50 call-out fee will be assessed to customers requesting non-emergency services after the hours of 3:00 p.m. and before 7:00 a.m. Monday through Friday, all day Saturday, Sunday and on Federal and State observed holidays.

CONTACT TPU: (775) 482-6643 or Email: bbraska.tpu@gmail.com

REPORT WATER AND SEWER EMERGENCIES: (775) 482-6643