

Appendix I

Integration Information

1. The anticipated location and hours of operation for the business office that will serve the customers in the Garden City service area is to be determined.
2. The anticipated methods for customers in the Garden City service area to contact the company during non-business hours will be the same customer service team that takes care of all MAWC customers. Customer service hours are 7:00 a.m.-7:00 p.m., Monday thru Friday and 24/7 coverage for emergencies.
3. What are the current payment options available for Garden City customers? Garden City customers can pay online with a credit card. Cash and check are accepted when paying in person.

MAWC currently accepts and will offer to Garden City customers payment options of check, credit/debit cards and electronic funds transfer (EFT). Garden City customers will also have the option to make MAWC payments online via check or credit/debit cards. The credit card payment has a fee of \$1.95.

4. Information for MAWC's intended credit and collection actions for delinquent accounts with associated time frames for each step of the process along with sample copies of notifications to customers is attached as Attachment 1.
5. The current billing process for Garden City customers is as follows:
 - Garden City customers meters are normally read the week of the 15th of each month.
 - Re-reads begin immediately as they read.
 - Meters are read in four different areas.
 - As the meters are read, the Assistant City Clerk begins analyzing readings.
 - Over the course of the next week, dummy billing is completed to look for any problems or questions.
 - Bills are then sent in mail by the 25th of each month, due by the 15th of the following month.
 - A 10% penalty is assessed after the 15th of the month.
 - Service is turned off the first Tuesday of each month.

MAWC billing process begins once MAWC obtains a read. Within 3 days of that read, a bill is generated and has a due date of 21 days from invoice date. Payments can take up to 5 days to post depending on the method of payment.

6. A copy of the customer brochure summarizing the rights and responsibility of MAWC and its customers is attached as Attachment 2.
7. A copy of a sample bill which MAWC intends to utilize if it acquires the Garden City water and sewer systems is attached as Attachment 3.
8. No formal application process is required for new customers. Current Garden City customers will be integrated into the MOAW customer database using the provided customer information. New customers can call customer service or visit us online to activate new service.