

Residential Services Schedule of Rates

AVAILABILITY: To customers for Residential Use Only.

CONSUMPTION CHARGE: Customers are subject to a charge of \$68.27 per month for the period May 1, 2025 through April 30, 2026. Customers are subject to a charge of \$79.00 per month for the period beginning May 1, 2026. Bills will be presented 15 days prior to the end of the month and are due 20 days after presentation.

POOL CHARGE: Customers with permanent swimming pools will pay a \$25.00 annual charge in May.

LATE CHARGE: Any bills that are not paid within 20 days after the date the bill is presented will be subject to a late payment charge of 1.5% of the Net Bill. Any bills that are not paid within 50 days after the bill is received will be subject to an additional late payment charge of 1.5% (*i.e.*, 3.0% total) of any portion of the Net Bill that remains unpaid. Any bills that are not paid within 80 days after the bill is received will be subject to an additional late payment charge of 2.0% (*i.e.*, 5.0% total) of any portion of the Net Bill that remains unpaid. The total of the late payment charges will not exceed 5.0% of any portion of the Net Bill that remains unpaid. For purposes of this provision, "Net Bill" means the total bill less any applicable taxes.

PAYMENT PLANS: A. Except as provided under C of this provision, if a customer is unable to pay the charges for service, the company shall in good faith attempt to negotiate a reasonable alternate payment plan. B. For purposes of this provision, "alternate payment plan" means a payment plan provided to both avoid termination of service and provide for payment of all outstanding charges to the company. C. The company may refuse to negotiate or offer an alternate payment plan to a customer receiving service, if the customer: (1) Failed to meet the terms and conditions of any alternate payment plan during the past 6 months; (2) Committed fraud against the company; (3) Committed theft of water service; or (4) Denied the company access to its equipment located on the customer's property or premises. D. When devising alternate payment plans, the company shall consider the circumstances and financial condition of the customer including: (1) The size of the delinquent account; (2) The customer's ability to pay; (3) The customer's payment history; (4) The length of time that the debt has been outstanding; (5) The circumstances that resulted in the past due bills; (6) Hardships that may result from the lack of water service to the customer; and (7) Any other relevant factors related to the circumstances of the customer. E. If an alternate payment plan cannot be arranged, the company shall promptly notify the customer. F. If a customer fails to adhere to the alternate payment plan, the company shall notify the customer that termination procedures may be begun pursuant to this tariff.

DISCONNECTION CHARGE: If a bill is not paid 30 days after presentation, the company will send a service disconnection notice to the customer. Unless otherwise prohibited under law, service will be disconnected if the bill remains unpaid more than 80 days after initial bill presentation. A disconnection fee of \$50.00, plus all outstanding charges, must be paid before service is restored.

RETURNED CHECK CHARGE: A charge of \$25.00 for checks returned by the bank will be charged to the account.

DEPOSIT: An account that is assessed a late charge more than two times in a one-year period will be required to pay a deposit of two times the monthly charge. Deposits will be returned the earlier of the time when:

1. Service is disconnected; or
2. Customer has no outstanding bills or late penalties for 12 consecutive months.

The company will treat such deposits in accordance with regulations adopted by the Public Service Commission of Maryland ("Commission").

EPA COMPLIANCE SURCHARGE: For a period of 36 months beginning with the effective date of this tariff, customers will be assessed a monthly surcharge of \$13.89 to cover the costs of compliance with the United States Environmental Protection Agency's ("EPA") Lead and Copper Rule Revisions ("LCRR"). This surcharge will be subject to a true-up to actual compliance costs, as determined by the Commission.

OTHER RULES AND REGULATIONS: Service by Pine Hill Water Company, Inc. is subject to all regulations applicable to small water companies, as adopted and modified by the Commission.