

MADISONVILLE MUNICIPAL UTILITIES

Dear Customer,

Welcome to the City of Madisonville Municipal Utilities Department. It is a privilege to be your utility provider and as such, it is our goal to provide the highest level of service to meet your needs. In an effort to assist our customers, we have provided multiple options for you to utility in applying for service.

Upon receipt of your information, the Electric Department will begin the procedure for processing service for your facility, including examination of the electrical service. After completion of these steps, the Energy Services Contract will be prepared for your review and signature.

Please allow up to three business days to process your request. All contracts will require presentation of proper identification including a photo ID and all applicants are subject to a complete credit check.

Commercial customers, please continue reading for information on Commercial Deposit Deferral. MMU may allow an existing commercial customer who desires to relocated, expand or start a new business; defer part of the initial electric utility deposit, providing all the minimum requirements are met:

- A new Energy Services Contract application shall be completed and submitted to the Electric Department at 609 McCoy Avenue.
- Applicant must have an existing active commercial MMU account and have no more than one late notice within the preceding twenty-four (24) continuous months of active service. Applicant must also be current on all MMU accounts.
- Applicant applying for a partial deposit deferral must be the same person(s) currently listed on the existing MMU account.
- Upon review and subject to approval by MMU, the applicant will be required to execute the Energy Services Contract and submit an initial payment of no less than fifty (50) percent of the initial full deposit requirement, prior to rendering service.
- The deposit deferral shall not exceed \$2,500
- The remaining deposit balance will be added to the regular monthly utility bill in five (5) equal payments. In the event a utility billing late notice or delinquency occurs during the deferral period, all remaining deposits also become delinquent, and shall be immediately paid in full.
- Only one (1) deposit deferral will be allowed per applicant within a 24 month period.

Kind regards,

CHRIS MELTON

ELECTRIC DEPARTMENT SUPERINTENDENT

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