

Trails End Utility Company, INC.

PO Box 268

Horntown, VA 23395

Dear Property Owner:

As of September 2003, the Trails End Utility Company is now owned by Chincoteague Bay Trails End Association, INC. The rules and regulations have not changed. Any future changes will be published. For the benefit of our many new property owners, some of the more pertinent information in regard to billing and maintenance is as follows:

1. The State Corporation Commission has mandated that customer water charges at Trails End are based upon availability and not metered.
2. Any customer, who requests that water be turned on to the property during the winter, does so at his/her own risk. This company assumes no liability due to damage from freezing. No customer may have his/her water turned on during the winter unless the lines are properly winterized. That includes an insulated water box over the standing pipe and spigot at the street and also at the camper. In addition, a form must be filled out in advance, requesting water to be left on over the winter.
3. **Tampering with any part of this public utility is illegal.**
4. Bills for service are sent annually and are due January 1st.
5. Each bill must be paid in full when due, and if not paid, a water disconnection/reconnection fee of \$60 is applied immediately. A finance charge in the amount of 1-1/2% of the overdue balance per month (18% annual percentage) will be charged, beginning 30 days after the due date.
6. Customers are responsible for furnishing the Company with their correct addresses and should notify the Company in writing of any change of address.
7. Beginning in March of each year (depending on weather) the water service will start to be turned on to all accounts that are paid in full.

If there are any questions concerning your water bill, the Utility office is open from 9am-3pm Monday thru Friday. Office is located 5285 Pintail Dr. or call us at 757-824-3911.

Thank You