



### Residential Application for Service

Accounts may be opened or changed between 8 a.m. and 5 p.m., Monday thru Friday (except holidays) by visiting Conway Corp's General Office located at 650 Locust Street in downtown Conway. New customers are required to come in and complete the following Application for Service and the residential service agreement. Existing customers may handle most transactions by telephone at 501-450-6000.

**New Customer Application Requirements:**

- **Deposit** for residential customers due at the time of application. Payment will need to be received before services can be put in applicant's name. Payment can be made by cash, check, Master Card, Visa or Discover.
- **Proof of identification.** Two (2) forms of identification (U.S. Government issue photo ID, social security card preferred). Conway Corp customers are required to be at least 18 years of age.
- **A lease/rental agreement** from the property owner/management stating the physical address where services are to be connected with street address and apartment number. If for some reason the address/apartment changes after the information has been provided, it is the customer's responsibility to contact Conway Corporation to avoid any disruption of services or additional charges.

Service Account Number: \_\_\_\_\_ (Provided by Conway Corporation)

Service Address: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Employer: \_\_\_\_\_

Driver License Number: \_\_\_\_\_ State: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_ ( Home  Work  Cell)

Email Address \_\_\_\_\_

Date Services to Begin: \_\_\_\_\_ Deposit Amount: \_\_\_\_\_

Spouse or Roommate Name: \_\_\_\_\_

Spouse/Roommate Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Spouse/Roommate Contact Phone Number: \_\_\_\_\_ ( Home  Work  Cell)

Next of kin Contact Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Next of kin Address: \_\_\_\_\_ Contact Phone Number: \_\_\_\_\_

Method of Payment:  Check  Credit Card:  Visa  Master Card

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Additional information may be required before services can be connected. Please contact customer service at 501-450-6000 or comments@conwaycorp.net with questions.

Note: It shall be the responsibility of the customer to assure that all electric and water outlets are closed prior to Conway Corporation activating services. Conway Corporation will not be liable for any damages caused by outlets open at the time of activation.

Name \_\_\_\_\_

Service Location \_\_\_\_\_

Account No.:
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## CONWAY CORP RESIDENTIAL APPLICATION AND AGREEMENT FOR UTILITY SERVICE

For the service required, the Customer agrees to pay Conway Corporation (the Corporation) at the standard rates as adopted by Conway Corporation. Service will be furnished under the Corporation's standard Terms and Conditions below with which Customer agrees to comply. Customer herewith deposits with the Corporation an amount as security for the payment of services, or other indebtedness to the Corporation, to be held by the Corporation subject to the conditions and provisions stated below. This agreement shall also apply to the same type of service used by Customer at any other location.

A cash deposit is required from Customers before Corporation services can be provided. Deposits will be refunded in the form of a credit to Customer's account upon 12 consecutive months of good credit performance or upon termination of services and settlement of account. In the event a customer who is receiving services without a deposit does not sustain good credit, a deposit may be required before services will be continued. Under certain circumstances it may be necessary to increase the size of the customer's deposit:

1. If the customer's services must be discontinued due to non-payment of charges due.
2. Two or more customer "insufficient funds" checks returned by the bank to the Corporation
3. Misrepresentation by the customer for purposes of obtaining services.
4. Unauthorized or fraudulent use of Corporation services or property.

### STANDARD TERMS AND CONDITIONS FOR SERVICE PROVIDED BY CONWAY CORPORATION

- 1. Monthly Bills** – Bills for service will be rendered monthly, unless otherwise specified. The term "month" for billing purposes will mean the period between any two consecutive readings of the meters by the Corporation, such readings to be taken as nearly as practicable every thirty (30) days. Failure to receive a bill in no way exempts Customers from payment for service. The Corporation makes a special effort to read all meters every month. Sometimes, due to adverse weather conditions, dog hazards, damaged equipment, etc., it is not possible to obtain a meter reading in which case the bill may be estimated. A Customer's bill contains the charges for each type of service provided during the month. Customer bills are mailed to the address provided and payment is due upon receipt. If the amount is not paid within 20 days penalties may be charged. Customer will continue to be responsible for all service at this address until service is discontinued.
- 2. Discontinuance Of Service** – When bills for service are in arrears, or in case the Customer fails to comply with these **Terms and Conditions**, Conway Corporation will have the right to discontinue service to the Customer and to remove its property from the Customer's premises upon mailing notice to the address to which the monthly bills are sent. There will be a charge for reconnecting the service to customers whose service has been disconnected.
- 3. Continuous Service** – The Corporation will endeavor to maintain continuous service, but will not be liable for loss or damage caused by interruption of plant, lines, or equipment, strike, riot, act of God, or causes reasonably beyond the Corporation's control, or due to shutdown for reasonable periods to make repairs to lines or equipment.
- 4. Interruption Of Service** – The Corporation shall not be responsible in damages for any failure to supply services, or for interruptions, if such failure or interruption is without negligence on its part. Additionally, the Corporation shall not be responsible for any failure to supply due to interruptions, by underfrequency relays or otherwise, to preserve the integrity of Conway Corporation's system or interconnected systems.
- 5. Protection of Conway Corporation's Property And Access To Premises** – The Customer will protect the Corporation's property on the Customer's premises from loss or damage and will permit no one who is not an agent of the Corporation to remove or tamper with the Corporation's property. The Corporation will have the right of access to the Customer's premises at all reasonable times for the purpose of installing, reading, inspecting, or repairing any meters or devices owned by the Corporation or for the purpose of removing its property.
- 6. Hold Harmless** – It shall be the responsibility of the customer to be present at the appointed time when services (Electric, Water, Cable TV, Internet and Telephone) are turned on at their request. Conway Corporation will not be liable for any damages that occur if the customer is not present when services are activated.
- 7. Credit Information** – The undersigned understands that a credit report will be executed on the behalf of the applicant and agrees to allow the same to determine the amount of the deposit that will be required.
- 8. Privacy Policy** – Conway Corporation will release account information to the customer of record or other parties listed as residing at service address.

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date