



Rules and Regulations

Adopted - March 1979

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I. Service Classification

(A.) There shall be no distinction of this category.

(B.) The word Corporation used herein applies to Tri-Township Water Corporation. The word member used herein applies to the members of said Corporation.

II. Service Application

(A.) Any bona fide occupant of a single-family dwelling; or to each residential unit in an auto court, duplex, or multi-dwelling building; or person holding property having reasonable accessibility to the source of and who is in need of having water supplied to his place of occupancy or property may be a member of this Corporation by obtaining a membership agreement from the Corporation. Persons who receive the approval of the board of directors may be admitted to membership upon subscribing for a membership agreement and by signing such agreements for the purchase of water as may be provided and required by the Corporation, provided that no person otherwise eligible shall be permitted to subscribe for or required a membership of the Corporation if the capacity of the Corporation's water system is exhausted by the needs of its existing members. A fee as established by the current schedule of rates and charges of said water corporation shall be paid per membership.

(B.) The Corporation may reject any application for membership when the applicant is delinquent in payment of bills incurred for service previously supplied at any location provided that when the owner of the premises has been served water, and has not paid for the same, the Corporation shall not be required to render service to anyone at said location where the water was used, until said water bill has been paid.

(C.) Violation of any of the provisions of these rules, bylaws or any other regulation of the Corporation, the Corporation may remove the meter and discontinue service. Where the meter is thereafter reinstalled, the Member shall first pay to the Corporation a reinstallation charge of thirty (\$30.00) dollars.

(D.) The individual in whose name the membership agreement is prepared shall be responsible for payment of all bills incurred in connection with the service rendered.

III. Initial or Minimum Charges

(A.) The flat minimum monthly rate, as set up in the water rate schedule for the year, to be payable irrespective of whether any water is used by the member during any month.

(B.) The flat minimum monthly rate, as set up in the water rate schedule for the year, to be payable irrespective of seasonal use, in which event the Corporation may be required to remove the meter, the Corporation when service is again restored will make a charge for such reinstallation.

(C.) A tap fee as established by the current schedule of rates and charges of said water corporation shall be made for each new meter installation where a 5/8 inch or 3/4 inch meter is used regardless of location. Each meter reading requires a separate meter reading sheet, and each meter reading sheet will cover a separate and individual account.

(D.) Water furnished for a given property shall be used on that property only. Each member's service must be separately metered at a single delivery and metering point. All commercial use, including storerooms and stalls for business purposes shall be metered separately from any residential use, and vice-versa.

(E.) In addition to the collection of regular rates, the Corporation may collect from the member a proportionate share of any privilege, sales, use, or utility tax or impositions, based on gross revenue received by the Corporation.

IV. Corporation's Responsibility

(A.) The Corporation will install, maintain, and operate a main distribution pipe line or lines from the source of water supply, and service lines from the main distribution line or lines to the property line of each member of the Corporation at which points, designated as delivery points, meters to be purchased, installed, owned, and maintained by the Corporation shall be placed. The cost of the service line or lines from the main distribution line or lines of the Corporation to the property line of each member shall be paid by the Corporation. The Corporation will also purchase and install a cut-off valve in each service line from its main distribution line or lines, such cut-off valve to be owned and maintained by the Corporation and to be installed on same portion of the service line owned by the Corporation. The Corporation shall have the sole and exclusive right to use such cut-off valve to turn it on and off.

(B.) Each member shall be entitled to not exceed one (1) service line from the Corporation's water system unless otherwise approved by the Board of Directors and provided that the member shall be required to pay the prevalent tap fee from each service line. No new service line or change in an existing service line may be made which will interfere with an existing service line or the delivery of water therein. Each service line shall connect with the Corporation's water system, at the nearest available place to the place of desired use by the member if the Corporation's water system shall be of sufficient capacity to permit the delivery of water through a service line at the place without interfering with the delivery of water through a prior service line. If the Corporation's water system would be inadequate to permit the delivery of water through a service line installed at such place without interfering with the delivery of water through a prior service line, then such service line shall be installed at such place as may be designated by the Corporation. Each member will be required to dig or have dug a ditch, to purchase and install, and to maintain such portion of the service line or lines from the property line of the member to his own dwelling; or other place of use on his premises at his own expense.

V. Corporation's Liability

(A.) The Corporation does not assume the responsibility of inspecting the member's piping or apparatus and will not be responsible therefore.

(B.) The Corporation reserves the right to refuse service unless the member's lines or piping are installed in such manner as to prevent cross-connections or back-flow.

(C.) The Corporation shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the member's premises, unless such damage results directly from negligence on the part of the Corporation. The Corporation shall not be responsible for any damage done by or resulting

from any defects in piping, fixtures, or appliances on the member's property. The Corporation shall not be responsible for negligence of the third persons, or forces beyond the control of the Corporation resulting in any interruption of service.

(D.) Under normal conditions, the member will be notified of any anticipated interruptions of service.

VI. Member's Responsibility

(A.) Piping on the premises of the member must be so installed that the connections are conveniently located with respect to Corporation lines and mains.

(B.) If the Corporation is called upon to provide additional meters each place of metering will be considered as a separate and individual account.

(C.) The member shall provide a place of metering, which is unobstructed and accessible at all times.

(D.) The member shall furnish and maintain a private cut-off valve on the member's side of the meter. The Corporation is to provide a like valve on the Corporation's side of such meter.

(E.) The member's piping and apparatus shall be installed and maintained by the member at the member's expense in a safe and efficient manner and in accordance with the Corporation rules and regulations and in full compliance with sanitary regulations of the State Board of Health.

(F.) The member shall guarantee proper protection for the Corporation's property placed on the member's premises and shall permit access to it only by authorized representatives of the Corporation.

(G.) In the event that any loss or damage to the property of the Corporation or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the member, his agent or employees, the cost of the necessary repairs or replacements shall be paid by the member to the Corporation and any liability otherwise resulting shall be assumed by the member.

(H.) The amount of such loss or damage or the cost of repairs shall be added to the member's bill and if not paid, service may be discontinued by the Corporation.

(I.) Water furnished by the Corporation shall be used for domestic consumption by the member, members of his household, and employees only. The member shall not sell to any other person or permit any other person to use said water. Water shall not be used for irrigation, fire protection, or other purposes, except that when water is available in sufficient quantity without interfering with the regular domestic consumption, then the water may be used for any other purpose. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service, except where special contracts have been extended by the board of directors.

(J) The member shall be responsible for any and all repairs on the members side of the meter commencing at and including the connection to the meter setter. *

(K) The meter pit setting is the property of the Corporation and only authorized representatives of the Corporation are permitted to perform work on the meter setting. Before installing the meter pit, the member or their representative must notify the Corporation that the final grade where the meter pit will be located has been established. At that time the Corporation will schedule a time for installation

of the meter pit. Once installed, it is the member's responsibility to ensure that the meter setting is not damaged and that the grade is not changed. Any repairs required as a result of damages will be the responsibility of the member and billed accordingly. *

* Section J & K adopted 9/10/2025

VII. Extensions to Mains and Services

(A.) Modification at Customer's Expense (content same as PSC Rule 24) If a member requests for his convenience or by his actions requires that Corporation facilities be redesigned, reengineered, relocated, removed, modified, or reinstalled, the Corporation may require the member to make payment to it of the full cost of performing such service.

(B.) Extension of Water Mains (content same as PSC Rule 25) The following provisions shall constitute the standards for the extension of water mains and related facilities by the Corporation:

(1) Free extensions. The Corporation, upon written request for service by a prospective member, or a group of prospective members located in the same neighborhood, shall extend a main and connect the member, or members, thereto free of charge as necessary to provide the service requested if the cost of such installation does not exceed three times the estimated annual revenue from the original member, or members, which investment by the Corporation shall be first applied to the cost of connecting the member, or members, to the main; subject, however, to the condition that such member, or members, agree to take service within nine months following the date on which such extension is place into service.

(2) Extensions Above Free Limit. The rule for extensions beyond free limit are long and complicated, therefore are omitted from this listing. For information concerning such extensions, consult the office requesting to see the PSC Rule concerning extensions.

VIII. Access to Premises

(A.) Duly authorized agents of the Corporation shall have access, at all reasonable hours, to the premises of the member for the purpose of installing or removing Corporation property, inspecting piping, reading, or testing meters or for any other purpose in connection with the Corporation's service and facilities.

(B.) Each member shall grant or convey, or shall cause to be granted or conveyed to the Corporation a permanent easement and right-of-way across any property owned or controlled by the member wherever said permanent easement and right-of-way is necessary for the Corporation's water facilities and lines, so as to be able to furnish service to the member.

IX Meter Reading and Testing

(A.) Meters will be read and bills rendered bi-monthly, but the Corporation reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.

(B.) Meter Tests Upon Written Request by Member to Corporation. (content same as PSC Rule 11) The Corporation shall make a test of the accuracy of registration of a meter upon written request by a member. A second test of the member's meter may be requested after twelve (12) months. The member may be required to bear the full cost of any subsequent test of the meter if requested at less than thirty-six (36) months after the preceding test. A written report giving the results of such tests shall be made to the member within ten (10) days after the test is complete and a complete record of the same shall be kept on file in the office of the Corporation. Any appeal, in regard to the results of the member's meter test, shall be filed with the Commission under Rule 3 within five (5) days of the date of the report.

(C.) Meter Tests Upon Application to the Commission. (content same as PSC Rule 12)

(1) A test will be made of a member's meter by the Corporation under the supervision of an employee of the Commission upon application to the Commission by the member and formal notice to the Corporation by the Commission. The application for such a test shall be accompanied by a fee as set out below in paragraph (B). This fee paid by the member shall be retained by the Commission; however, if the test results show the meter to be more than two percent (2%) fast, the Corporation supplying the water service shall reimburse the member the amount of such fee.

(2) The amount of fee to be paid for meter test made on application to the Commission shall be as follows:

Through ¾" meter.... Current price not listed

1" meter through 2" meter.... Current price not listed

Above 2" meter.... Actual cost of test

(3) This Rule shall not interfere with the practice of the Corporation in its tests of water service meters except that, in the event of a written application to the Commission by a member for a test, the Corporation shall not knowingly remove or interfere with said meter without the consent previously given in writing by the member.

X. Water Bills

(A.) Bills for water will be figured in accordance with the Corporation's published rate schedule and will be based on the amount consumed for the period covered by the meter readings, except where a member orders turn-on; the minimum bill to such member for such period shall be equal to the minimum charge for one full billing cycle, whether monthly or bi-monthly.

(B.) Bills for Water Service. (content same as PSC Rule 13)

(1) bills rendered periodically to members for water service shall show the following information:

(a) The dates and meter readings of the meter at the beginning and end of the period for which the bill is rendered and the billing date.

(b) The number and kind of units of service supplied,

(c) The billing rate code, if any,

(d) The previous balance, if any,

(e) The amount of the bill,

(f) The sum of the amount of the bill and the late payment charge, if any,

(g) The date on which the bill becomes delinquent and on which a late payment charge will be added to the bill,

(h) If an estimated bill, a clear and conspicuous coding, or other indication identifying the bill is an estimated bill,

(i) printed statements and/or actual figures on either side of the bill shall inform the customer of the seventeen (17) day non-penalty period.

(j) An explanation, which can be readily understood, of all codes and/or symbols shall be shown on the bill.

(2) Delinquencies

(a) A utility service bill which has remained unpaid for a period of more than seventeen (17) days following the mailing of the bill shall be a delinquent bill.

(b) A utility service bill shall be rendered as a net bill. If the net bill is not paid within seventeen (17) days after the bill is mailed, it shall become a delinquent bill and a late payment charge may be added in the amount of ten (10%) percent of the first three (\$3.00) dollars and three (3%) percent of the excess of three (\$3.00) dollars.

(3) Estimated Billing. The Corporation may estimate the bill of any member pursuant to a billing procedure approved by the Commission or for other good cause, including, but not limited to: Request of member; inclement weather; labor or union disputes; inaccessibility of a member's meter if the Corporation has made a reasonable attempt to read it; and other circumstances beyond the control of the Corporation, its agents, and employees.

(C.) Adjustment of Bills (content same as PSC Rule 14)

(1) Adjustments Due to Meter Error. If any service meter shall be found to have a percentage of error greater than that allowed, the following provisions for the adjustment of bills shall be observed:

(a) Fast Meters. When a meter is found to have a positive average error, i.e., is fast, in excess of two (2%) percent, the utility shall refund or credit the member's account with the amount in excess of that determined to be an average charge for one-half of the time elapsed since the previous test, or one (1) year, whichever period is shorter. This average charge shall be calculated on the basis of units registered on the meter over corresponding periods either prior or subsequent to the period for which the meter is determined to be fast. No part of a minimum service charge need be refunded.

(b) Stopped or Slow Meters. When a meter is stopped or has a negative average error, i.e., is slow in excess of two (2%) percent, the Corporation may charge the member an amount estimated to be an average charge for one-half of the time elapsed since the previous test or one (1) year, whichever

period is shorter. This average charge shall be calculated on the basis of units registered on the meter over corresponding periods either prior or subsequent to the period for which the meter is determined to be slow or stopped. Such action may be taken only in cases where the utility is not at fault for allowing the stopped or slow meter to remain in service.

(2) Adjustment for Interruption of Service. In the event the member's service is interrupted for a reason other than the act of the member or the condition of a member-controlled equipment, and the service remains interrupted for more than two (2) days after being reported or found to be out of order, appropriate adjustments or refunds shall be made to the member. The Corporation shall file with the Commission a tariff detailing the method and amount of refund in such cases.

(3) Other Billing Adjustments. All other billing errors, including incorrect tariff applications, may be adjusted to the known date of error or for a period of one (1) year, whichever period is shorter.

(4) Charge for service commences when meter is installed and connection made, whether used or not.

XI. Disconnection of Service

(A.) Upon Member's Request

(1) The member shall notify the Corporation at least three (3) days in advance of the day disconnection is desired. The member shall remain responsible for all service used and the billings therefore until service is disconnected pursuant to such notice.

(2) Upon request by a member of the Corporation to disconnect service, the Corporation shall disconnect the service within three (3) working days of the requested disconnection date. The member shall not be liable for any service rendered to such address or location after the expiration of these three (3) days.

(B.) Without Member's Request

(1) The Corporation may disconnect service without request by the member and without prior notice only:

(a) if a condition dangerous or hazardous to life, physical safety or property exists; or

(b) upon order by any court, the Commission, or any duly authorized public authority; or

(c) if fraudulent or unauthorized use of water is detected and the utility has reasonable ground to believe the affected member is responsible for such use; or

(d) if the Corporations regulating or measuring equipment has been tampered with and the Corporation has reasonable grounds to believe that the affected member is responsible for such tampering.

(2) In all other instances the Corporation, upon providing members with proper notice, may disconnect service subject to the other provisions of these rules.

(C.) Prohibited Disconnection

(1) Except as otherwise provided in Rule XI(A) and XI(B), the Corporation shall postpone the disconnection for ten (10) days if, prior to the disconnect date specified in the disconnect notice, the member provides the Corporation with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to the health and safety of a designated person in the household of the member. The postponement of disconnection shall be continued for one additional ten (10) day period upon the provision of an additional such medical statement.

(2) The Corporation may not disconnect service to the member:

(a) upon his failure to pay for merchandise or appliances purchased from the Corporation furnishing the water;

(b) upon his failure to pay for the service rendered at a different metering point, residence, or location if such bill has remained unpaid for less than fortyfive (45) days;

(c) upon his failure to pay for services to a previous occupant of premises to be served, unless the Corporation has good reason to believe the member is attempting to defraud the Corporation by using another name;

(d) upon his failure to pay for a different form or class of utility service; or

(e) if the member shows cause for is inability to pay the full amount due (financial hardship shall constitute cause) and said member:

(i) pays a reasonable portion (not to exceed ten (\$10.00) dollars or one tenth (1/10) of the bill, whichever is less, unless the member agrees to a greater portion) of the bill;

(ii) agrees to pay the remainder of the outstanding bill within three (3) months; and

(iii) agrees to pay all undisputed future bills for service as they become due; and

(iv) has not breached any similar agreement with the Corporation made pursuant to this rule within the past twelve (12) months.

Provided, however, that the Corporation may add to the outstanding bill a late payment charge not to exceed the amount set pursuant to Rule X. Provided further, that the above terms of the agreement shall be put in writing by the Corporation and signed by the member and by a representative of the Corporation. Only one late payment charge may be made to the member under this section.

(f) If a member is unable to pay a bill which is unusually large due to prior incorrect reading of meter, incorrect application of the rate schedule, incorrect connection or functioning of the meter, prior estimates where no actual reading was taken for over two (2) months, stopped or slow meter, or any human or mechanical error of the Corporation, and the member:

(i) pay reasonable portion of the bill, not to exceed an amount equal to the member's average bill for the twelve (12) bills immediately preceding the bill in question; and,

(ii) agrees to pay the remainder at a reasonable rate, and

(iii) agrees to pay all undisputed future bills for service as they become due;

Provided, however, that the Corporation may not add to the outstanding bill any late fee. Provided, further, that the above terms of the agreement shall be put in writing by the Corporation and signed by the member and a representative of the Corporation.

(3) If a member proceeds with a review pursuant to Rule XII(B), the Corporation may disconnect only as provided in Rule XII(C).

(D.) Time.

(1) The Corporation may not disconnect service unless it is done between the hours of 8:00 A.M. and 3:00 P.M., prevailing local time. Disconnections pursuant to Rules XI(A) and XI(B) are not subject to this limitation.

(2) The Corporation may not disconnect service for nonpayment on any day which the Corporation office is closed to the public, or after twelve noon (12 noon) on the day immediately preceding any day on which the Corporation office is not open to the public.

(E.) Notice Required Prior to Involuntary Disconnection.

(1) Except as otherwise provided herein, service to any residential member shall not be disconnected for a violation of any rule or regulation of the Corporation or for the nonpayment of a bill, except after seven (7) days prior to written notice to such a member by either:

(a) Mailing the notice to such residential member at the address shown on the records of the Corporation; or,

(b) Personal delivery of the notice to the residential member or a responsible member of his household at the address shown on the records of the Corporation.

(c) No disconnect notice for nonpayment may be rendered prior to the date on which the account becomes delinquent.

(2) The notice must be in a language which is clear concise, and easily understandable to a layman and shall state in separately numbered large typed or printed paragraphs

(a) the date of proposed disconnection,

(b) the specific actual basis and reason for the proposed disconnection;

(c) the telephone number of the Corporation office at which the member may call during regular business hours in order to question the proposed disconnection or seek information concerning his rights;

(d) a reference to the pamphlet or the copy of the rules furnished to the member for information as to the member's rights.

(F.) Procedure for Involuntary Disconnection.

(1) Immediately preceding the actual disconnection service, the employee of the Corporation designated to perform such function shall make a reasonable attempt to identify himself to the member or any other responsible person then upon the premises and shall announce the purpose of this presence and shall make a record thereof to be maintained for at least thirty (30) days.

(2) The employee shall have in his possession information sufficient to enable him to inform the member or other responsible person for reason for disconnection, including the amount of any delinquent bill of the member, and shall request from the member any available verification that the outstanding bill has been satisfied or is currently in dispute pursuant to review under Rule XII. Upon the presentation of such credible evidence, service shall not be disconnected.

(3) The employee shall not be required to accept payment from the member or other responsible person in order to prevent the service from being disconnected. The Corporation shall notify its members of its policy with regard to the acceptance or nonacceptance of payment of such employee, and shall uniformly follow such policy without discrimination.

(4) When the employee has disconnected the service, he shall give to a responsible person at the member's premises, or if no one is at home, shall leave at a conspicuous place on the premises, a notice stating that the service has been disconnected and stating the address and telephone number of the Corporation where the member may arrange to have service reconnected.

(G.) Reconnection.

(1) The reconnection charge by the Corporation is thirty (\$30.00) dollars to be paid by the member for each meter reconnected.

(2) If the Corporation disconnects service in violation of these rules, the service shall be immediately be restored at no charge to the member.

(3) The Corporation must reconnect the service to the member as soon as reasonably possible but at least within one (1) working day after it is requested to do so; provided however, that the Corporation shall not be required to reconnect the service until:

(a) the conditions, circumstances or practices which caused the disconnection have been corrected;

(b) payment of all delinquent charges owed the Corporation by these rules has been made: and,

(c) a responsible person is present in the premises to see all water outlets are closed to prevent damage from escaping water.

XII. Complaints and Review (content same as PSC Rule 16.1)

(A.) Complaint Procedure.

(1) A member may complain at any time to the Corporation about any bill which is not delinquent at the time, disconnection notice, or any other matter relating to its service and may request a conference thereon. Such complaints may be made in person, in writing, or by completing a

form available from the Commission or from the Corporation at its business offices. A complaint shall be considered filed upon receipt by the Corporation, except mailed complaints shall be considered filed as of the postmark date. In making a complaint and /or request for conference, the member shall state at a minimum, his name, service address, and the general nature of his complaint.

(2) Upon receiving each such complaint or request for conference, the Corporation:

(a) shall promptly, thoroughly, and completely investigate such complaint, confer with the member when requested and notify, in writing, the member of the results of its proposed disposition of the complaint after having made a good faith attempt to resolve the complaint.

(b) Such written notification shall advise the member that he may, within seven (7) days following the date in which such notification is mailed, request a review of such proposed disposition by the Commission.

(B.) Review.

(1) If the member is dissatisfied with the Corporations proposed disposition of the complaint, he may request the Commission in writing within seven (7) days following the date on which such notification is mailed, to informally review the disputed issue and the Corporations proposed disposition thereof. Such request shall certify that the member has also sent a copy of his request for review to the Corporation. Upon receiving such request, the Commission shall provide an informal review within twenty-one (21) days. The review shall consist of not less than a prompt and thorough investigation of the dispute and shall result in a written decision to be mailed to the member and the Corporation within thirty (30) days after its receipt of the member's request. Upon request by either party or the Commission, the parties shall be required to meet and confer to the extent and at such a place as the Commission may consider to be appropriate.

(2) The records of the Commission relating to such reviews shall be kept in a systematic order.

(C.) Continuation of Service Pending Disposition of Complaint.

(1) If the member is receiving service at the time of the complaint and/or request for conference, his service shall not be disconnected until ten (10) days have elapsed from the date of mailing of the notification of the Corporation's proposed disposition of his complaint. Provided, however, that if a review by the Commission of the Corporation's proposed disposition of the complaint is requested by the member as provided herein within seven (7) days after the mailing of such proposed disposition of the complaint, the Corporation shall not disconnect the member's service until at least three (3) days have elapsed from the date of mailing of the Commission's decision upon and pursuant to such review has paid and continues to pay all undisputed bills, portions of disputed bills as specified below, and pays all future undisputed bills prior to becoming delinquent.

(2) In those instances when the member and Corporation cannot agree as to what portion of a bill is undisputed, it shall be sufficient that the member pay on the disputed bill an amount equal to his average bill for the twelve (12) months immediately preceding the disputed bill except in those cases where the member has received fewer than twelve (12) bills, in which event the member shall pay an amount equal to 1/12 of the estimated annual cost of service to be rendered to the member.

(D.) Records of Complaints.

(1) The Corporation shall keep a written record of complaints and requests for conferences. Such records shall be retained at the office or branch office of the Corporation. Such written records are to be readily available upon request by the concerned member, his agent possessing written authorization, or the Commission.

(2) The Corporation shall annually submit a report to the Commission which shall state and classify the number of complaints made to the utility pursuant to this Rule, the general nature of the subject matter thereof, how received (in person, by letter, etc.) and whether a Commission review was conducted thereon.

XIII. Information Provided by The Company to Applicants and Members. (content same as PSC Rule 16.2)

- (A.) The Corporation must publish and distribute, without request, to all applicants for service and to all current members, a comprehensive pamphlet which, in clear language, easily understandable to a layman, fully describes the rights and responsibilities of the members.
- (B.) The Corporation shall supply free of charge a copy of the rate schedules applicable to the types of service available to new applicants for and existing members of residential service, upon request by the applicant or member.
- (C.) The Corporation, whenever it petitions the Commission for a change in any of its base rate schedules must furnish to each member within forty-five (45) days of such request and prior to the date of the public hearing a notice which fairly summarizes the nature and extent of the proposed changes.

XIV. Abridgement or Modification of Rules

- (A.) No promise, agreement, or representation of any employee of the Corporation shall be binding upon the Corporation except as it shall have been agreed upon in writing, signed and accepted by the acknowledged officers of the Corporation.
- (B.) No modification of rates or any of the rules and regulations shall be made by any agent of the Corporation.