## **Utilities Service Process Flow Chart**

Customer will review Utilities Service Policy & Procedures.

Customer will complete Utilities Request Form and submitted to NNTU.



NNTU will review request for completeness including business unit number.



If incomplete, NNTU will notify Customer for resolution. If no response after one week, NNTU will return request to Customer.



NNTU will coordinate with the applicable service provider by completing and submitting required forms and documents.



If construction is required, NNTU will coordinate with Customer on payment to service provider once cost estimate is provided.



If insufficient funds, request will be returned to Customer for resolution.



Upon payment, service provider will complete request.



If no construction is required, NNTU receives monthly billing and processes payment.