

# McDonald County Public Water Supply District #2

## Rates Schedule, Fees, Dispute Resolution

### 1. Rate Schedules

Rate schedules for water and water services are fixed by the Board of Directors. The rate schedule is subject to change by action of the Board, with the approval of USDA-Rural Development if the District has unpaid obligations, which are held or insured by the United States of America. If a provision of the policies conflicts with the provision of the rate schedule, the provision of the rate schedule shall prevail if the total amount of revenue and income derived from the collection of the water rates is insufficient to meet the payment of the costs of operation, maintenance, depreciation, necessary extensions, and enlargements and payment of the principal and interest on any general and special obligation bonds and the authorizing resolutions, the Board shall increase the water rates for the first month thereafter in an amount sufficient to meet these costs and obligations.

### 2. Billing

All billing shall be paid on a monthly basis. Allowances may be made at the Office Managers discretion.

Landowners will be responsible for their tenants. Meter will stay in the landowner's name(s) and no customer deposit will be collected, In the event that a tenant leaves without paying the water bill, the landowner will be responsible. All past due water bills must be paid in full before water service is reconnected. (12/12/2019 effective 2/1/2020)

Landowners will be required to provide a recorded warranty deed to their property in order to obtain service.

Each water user, meaning the landowner, shall be responsible for his and/or her indebtedness to the District.

Meter reading is normally done on the first two business days of the month except on Friday. Bills are mailed out as soon after as possible. All payments are due no later than the last day of the month either by mail, drop box or credit card payment. The District does not go by the postmark on mailed payments. Credit card payments are date and timed stamped and we do honor those. At 9:00 a.m. late fees will be applied on any outstanding balance of \$5.00 or more (11/10/2011)

Your bill can be sent to you by email. Just supply us with a valid email address. If you don't receive it check your spam box.

**We are not required to notify you the customer of a possible leak or high usage. If the staff does let you know it is a courtesy notification not a requirement.**

Please check your meter monthly. On the meter there is a black and silver circle in the center or digital numbers. If it is moving any at all then water is going somewhere. Check your toilets, faucets and outside hydrants to begin with, then it's process of elimination.

Disconnect Day **SEE BELOW** **We do not mail out shut off notices.**

**SHUT OFF DAY** – Is the 3<sup>rd</sup> Tuesday of each month. Total Previous Balance must be paid BEFORE 9:00 am that day. At 9:00 am the Total Balance Due plus a \$100.00 Delinquent fee must be paid or water will be shut off. Updated 7/14/2022

**ATTENTION: Shut off** – will be done if you owe \$10.00 or more as of the 1<sup>st</sup> day of the month (after late fees are added). If we receive your payment BEFORE 9:00 am on the 3<sup>rd</sup> Tuesday and it does not ZERO out your previous balance you will have a \$100.00 delinquent fee and possible lock down.

Please pay attention to your bill. If you have a Previous Balance Due and it does not match how much

you paid down by “payments received” get the difference paid BEFORE 9:00 am on the 3<sup>rd</sup> Tuesday of the month. **If you’re not sure where you stand, please call the office before 3:00 pm the Monday before the 3<sup>rd</sup> Tuesday.**

- District personnel must have clear access to the water meter and main lines at all times.
- If weeds and brush grow up to and or around your meter and we do not have clear access for our employees to do their job you will receive a letter stating what has to be done. If it is not taken care of in a timely manner the following month an additional 10,000 gallon of water plus your average usage will be billed until it is cleaned up and you notify the office. Effective 9/16/2021.
- Payment is not collected in the field by personnel. You must come in and pay, call the office to make a credit card payment or go online and pay by credit card.
- This policy went into effect on August 1, 2017 Updated on July 14, 2022 - Effective 9/1/22

In the event that a water user has been disconnected because of nonpayment of billing, service shall not be reconnected until billing is paid in full.

No user, whether landowner or tenant, shall have service connected at another location until all prior bills plus any penalty is paid in full.

Any person presenting a check that does not clear for any reason, re: insufficient funds, closed account, stop payment, etc., shall be charged a service fee of \$20.00 and the amount of the check. You are responsible for notifying the District of this situation and getting it taken care of in a timely fashion. If not, your water will be disconnected on shut off day and the same charges will apply. After the first time this happens your water will be disconnected ...**In the future, if we receive a bad check and it is for the late notice payment your water will be turned off with no notice and the total account balance will be due before reconnection, along with the reconnect fee of \$100.00.** Payment must be paid in full and cannot be paid with a check, Cash, money order or credit card is acceptable. (3/4/2004)

In the event that a user does not pay any debt he/she may owe to the District for any reason other than hardship, he/she may be taken to Small Claims Courts and garnishment of wages may be instituted, or a Lien may be put on the property. Effective 1/9/2021

### 3. Discontinuance of Water Service

The District may disconnect water service for reason of:

- (1) Unpaid accounts after an arrangement for payment, if applicable, are exhausted;
- (2) Illegal cross connections or interconnections;
- (3) Damage to meters or other District property and for any other reasonable cause related to sever non-cooperation by the water user.
- (4) For continual leaks see #5 below.

### 4. Reasons District May Discontinue Service

**The Board of Directors reserve the right to disconnect and discontinue service for any good and sufficient reason deemed necessary for the health and well-being of the water supply and the required management of the District.**

**The District may discontinue service for willful or indifferent waste of water due to any cause. Rules and Regulation #9, beginning January 1, 2020 we will begin sending notices to customers if they have shown a leak for the past 5 months or more, giving them at least thirty (30) days in which to repair the situation. If not repaired the water will be disconnected and a \$50.00 fee will apply before reconnect once the leak is fixed.**

### 5. Liens Filed on Unpaid Accounts

Current state statutes (RSMo 247) allows the District to file, with the County Recorder of Deeds office in the appropriate county in which the delinquent user resides or in which the property is located, a property lien. The Board of Public Water

Supply District #2 of McDonald County recognized this legislative authorization at its January 9, 2020 meeting. This allows the District to retain its claim without formal action. A \$100.00 fee will be added to the landowner for this process.

## 6. Insufficient or Bad Checks

Any person presenting a check that does not clear for any reason, re: insufficient funds, account closed, stop payment, etc. shall be charged a service fee of \$20.00 and amount of the check.

Payment for the returned check must be paid as soon as notified, before the end of the month or before shut off day the following month. If you have not taken care of this issue a letter will be issued with specific dates and times that it has to be paid by. If the payment is not received the customer will be disconnected and a charge of \$100.00 will be applied and payable before the water will be turned back on. Payment must be paid in full and cannot be paid with a check.

## 7. Meter Disputes

Each meter dispute regarding the accuracy or alleged lack thereof is handled on a case by case basis. The Board of Directors and Water Superintendent will handle an allegation of a meter dispute at the next regularly scheduled board meeting. The customer must ask to be put on the agenda, show up and discuss the issue.

The Board's decision concerning payment for an alleged excessive water bill related to alleged inaccuracy of the meter is applicable the morning after the Board's meeting and determination of finding.

Meter accuracy within A.W.W.A. (American Water Works Association) specifications whenever a test is conducted shall be considered within allowable limits for billing purposes.

Normally the meter will be tested at the District office. In the event the dispute rises to the level where the meter is sent off site for testing the District reserves the right to bill the user/customer for this expense in the event the meter is within A.W.W.A. specifications. In the event the District finds a user continuing to dispute meter accuracy to the extent that the District is expending its resources needlessly, the District reserves the right to charge the user accordingly.

## 8. Service Charge

Should a customer request/ask for District employees to go out to their property and the situation ends up being on the customers side of the meter a \$25.00 service charge will be applied to their account. If it is something on our side we will take care of it and no service charge will be applied to their account.

## 9. Small Claims Court

The Public Water Supply District #2 of McDonald County reserves the right after reasonable means of seeking payment of delinquent accounts to file a claim in Small Claims Court seeking payment. This redress is used for any claim the District may have on a delinquent account up to \$1500.00 (RSMo482). (11/4/1999)

### MAIN PHONE

(417) 628-3999

9:00 AM – 4:30 PM – Tues. – Fri.

9:00 AM – 3:00 PM – Mondays & the last business day of the month

Closed Saturday, Sunday,  
and specified holidays

After hours Emergency

(417) 669-7944

(417) 737-1758

### FAX

(417) 628-3959

### EMAIL

mcdonaldpwsd2@gmail.com

### Pay by Credit Card

www.courtmoney.com

Form number - 131702

Account number is your SERVICE ID

Like us on Facebook at McDonald County PWSD #2