

Welcome to...

McDonald County Public Water Supply District #2

We at McDonald County Public Water Supply District #2 would like to take this time to welcome you to the neighborhood. Below you will find some helpful information about the District.

Our office hours are 9:00 AM - 4:30 PM, Closed Saturday, Sunday, and specified holidays.

On Mondays and the last business day of the month the office will close at 3:00 p.m. Please see the information to the right for other contact information. Our Mailing address is P.O. Box 38, Rocky Comfort, MO 64861 and our Physical Address is 19097 East State Hwy 76, Rocky Comfort., MO 64861

After furnishing a copy of your recorded General Warranty Deed and signing the Water User's Agreement and paying applicable fees, the District will go out and unlock or turn on your meter. The meters are normally read the first two business days of the month. If you sign up after the 22nd of the month you will not be billed until the month following. This will be noted on the user's agreement.

It is very important that you return the small side of the billing card, the bottom of your statement from your email or make sure to put your service ID(s) on any payment to ensure proper credit to your account.

All bills are due no later than the last day of the month or before 9:00 am on the next business day.

You may mail your payments, pay at the office with cash, check or money order. Credit/Debit card payments can be made by calling the office or going online at www.courtmoney.com. See the side box. There is also a drop box beside the door.

If you should have an insufficient fund check come back you will be charged a service fee of \$20.00 and the amount of the check.

If you have any changes to your address, phone number or name (with proper documentation) please come by or contact the office so that we can update our information. If your address or phone number has changed you MUST contact the office due to the possible issue of tenants and we have to contact the landowner before their water meter will be unlocked and turned back on. If you don't get a bill by the 15th of the month please call the office and we will give you your balance.

If you are the landowner and have a tenant living on the property, you as the landowner are responsible for the bill if the tenant does not pay. You have the right to call the office and check to see if the account

Contact Phone Numbers

MAIN PHONE

(417)628-3999

9:00 AM - 4:30 PM

Tuesday – Friday

9:00 AM – 3:00 PM

Mondays and last business

day of the month

Closed Sat. & Sun.

AFTER HOURS EMERGENCY

MAJOR EMERGENCY

(417) 669-7944

FAX

(417) 628-3959

EMAIL

mcdonaldpwsd2@gmail.com

PAY BY CREDIT/DEBIT CARD

www.courtmoney.com

form # 131702

Account # is your Service ID#

A \$2.00 or 4% fee will apply



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McDonald County PWSD #2

is good standing. When the tenant is ready to move out you the landowner and renter must read the meter together and call the office with the reading, we will give you the balance that is due to the renter. Remember you as the landowner are responsible if the tenant does not pay.

If you are selling the property, you will need to notify the office twenty-four hours in advance for a final reading and supply the office with a forwarding address and phone number. The balance has to be paid immediately.

Keep the lid tightly closed on your meter pit, which is usually, not always, located along the road in your front yard. When mowing, do not run over the meter lid/pit as any damage that occurs will be charged to you the customer.

If you have no water, before calling the office we would like to have you the customer go out and look at the meter to see if the black and silver dial is turning or the digital numbers are moving. If it is turning this is a problem on your side and it is your responsibility to repair. If the black and silver dial or the digital numbers are moving this indicates a leak and you may shut off the valve for repair.

The meter valve **is not** to be used as an on off valve for the customer, this could damage the valve and repairs will be made at a cost to you the customer.

Board meetings are the 2nd Thursday of each month.at 6:30 pm at the office unless otherwise posted. All interested parties are welcome to attend.

Remember you are a valued customer and any problems or complaints you may have, we at the office are more than happy to listen and see what we can do.

Please, enjoy your day.

McDonald County PWSD #2
Board of Directors
and Staff