

Residential

Agricultural

Daily Demand _____ Gallons

**Mayes County Rural Water
District No. 2
P.O. Box 787
Chouteau, Oklahoma 74337**

Phone 918-476-8992

Fax # 918-476-4458

CUSTOMER INFORMATION SHEET

Customer's Name _____

911 Address _____

Billing Address _____

City/State _____ **Zip** _____

Home Phone(____) _____ - _____ **Cell No.**(____) _____ - _____

(Check one) Owner ____ **Renter** ____ **If renting, Owner's Name** _____

Date to be connected ____ / ____ / ____ **Email** _____

The Customer hereby agrees to comply with the rules of the District as stated in the "Customer Service Policy Manual" and the Bylaws of the district. These documents may be reviewed at the District office, 202 W. Broadway, Mazie, OK.

The rules of the "Customer Service Policy Manual" pertinent to this agreement are:

I. GENERAL RULES

- a. Each customer of the District shall be eligible to receive service only after water service agreement has been executed. A water service agreement shall be executed for each point of use.
- b. At no time shall customer connect a non-system water source to any service line or water line that is connected to the system. Violations of this policy shall constitute cause for immediate disconnection of service.
- c. It is the responsibility of each customer to anticipate changes in occupancy and of service disconnection or transfer to a different customer. Until service is formally transferred or disconnected, in accordance with the policy for obtaining service (see section II.a), the original customer shall be responsible for payment of service. The District may refuse to transfer service until all past-due bills and charges have been paid.
- d. Customer shall pay the established fees for water in accordance with applicable rate schedules at the time service is provided by the District.
- e. Representatives of the District shall have the right, at all reasonable hours, to enter the customer's property in order to: check water meters; inspect piping; and to perform other duties for the proper maintenance and operation of service, or to remove its' meters and equipment upon discontinuance of service by either the customer or the District.
- f. The District will make all reasonable efforts to supply uninterrupted service; however, it shall have the right to interrupt service without prior notice for the purpose of making repairs, connections, extensions, or for other necessary work. The District will not accept responsibility for losses which might occur due to such necessary interruptions, nor does the District accept responsibility for losses due to interruptions of service caused by storms, floods, or other causes beyond its control.

II. OBTAINING WATER SERVICE

- a. Applications for service shall be taken at the District's office.
- b. A meter deposit of \$150.00 for renters or \$50.00 for landowners. The connection fee is non-refundable. When service is discontinued, the deposit will be applied toward payment of final bill. Any remaining portion of the deposit will be refunded to the customer within 30 days.

III. CUSTOMER BILLING

- a. Customers will be billed monthly in accordance with the rate structure of the District.

- b. The water meters are on an automated reading system. Customers are no longer required to read their meters.
- c. Bills will be mailed on or before the 5th of each month.

IV. PAYMENT TERMS

- a. Payment is due the 1st of each month.
- b. Payments made after the 16th will incur a penalty equal to 5% of the water bill.
- c. Failure of the District to submit a bill to the customer shall not excuse the customer from his obligation to pay for water used.

V. TERMINATION OF WATER SERVICE

- a. Customers who fail to pay the entire amount due by the 20th will be subject to termination of water service.
- b. Customers with unpaid bills on the 20th day of the month will be mailed a notice stating that service will be disconnected if full payment is not received by the last day of the month.
- c. Customers who are mailed a disconnect notice will be charged a service fee of \$10.00. (This fee is to cover the cost of time involved in delivering the notice, and the administrative cost.)
- d. Customers who have service disconnected for non-payment of bill will be charged a \$30.00 reconnect fee. (This fee is to cover the cost of time and travel involved in removing or locking and replacing or unlocking the water meter.)
- e. Customers may avoid termination of service by: (1) paying the amount in arrears at the District office before the disconnect date; or (2) receiving a hardship deferment and signing a deferred (time) payment plan specifying payment terms before the disconnect date. Disconnected services must pay balance in full for service reconnection.

Deferred (Time) for Hardship Cases

1. Hardships eligible for time payment plans include: Loss of job; medical emergency; excessive bill resulting from large leak; extraordinary financial difficulties.
 2. The maximum length of a deferred payment plan shall be 5 months.
 3. Minimum monthly payment amounts shall not be less than one-fifth of the total amount due.
 4. Deferred payment amounts shall be **in addition to** the regular bill amount.
- f. Customers may appeal a disconnect notice. The District manager is designated as the District representative for hearing customer appeals of notice of termination of water service. The representative is authorized to correct errors of the District and adjust the amount due the District, receive payment to satisfy the amount in arrears, and negotiate deferred payment plans.
 1. A written record of a customer's appeal hearing will be prepared and maintained on file by the District representative.
 2. The Board will hear appeals at regularly scheduled Board meetings **only after the customer has followed the above administrative procedure.**

* Service will be cutoff as scheduled regardless of a customer's intent to appeal to the Board.

VI. RECONNECTION OF WATER SERVICE AFTER TERMINATION FOR NONPAYMENT

- a. Customers desiring restoration of water service after termination for non-payment **must**: pay the full amount; and pay an additional deposit in accordance with the fee schedule of the District; and, pay the service fee for reconnection in accordance to the District's fee schedule.
- b. Water service will be reconnected within 60 hours of receipt of payment as described in part (a) of this section.

Signed _____ Date ____/____/____
Customer

For District Use

Account # _____ Deposit # _____ Deposit Amount _____ Benefit Unit No. _____

Service Address _____ Map Coordinates _____

Meter Serial # _____ Meter Reading Sequence # _____ Reading Route# _____

Beginning Meter Reading _____ Billing Rate Code _____ Firefly No. _____

Date to Begin Billing ____/____/____ Longitude: _____ Latitude: _____