

## Rural Water District #3

August 2020

There seems to be some confusion about our timeline for billing, due dates and shut offs. I hope this will help our Members better understand the dates and times we do things here in the office.

- **25<sup>th</sup> Meter Reading:** our target date for meter reading is the 25<sup>th</sup>. This may be moved a day or two depending on weather and scheduling. Your meter has an antenna, we read meters driving by with a laptop computer so you won't "see" us reading meters anymore.
- **1<sup>st</sup> Bills to Members:** After meter reading it takes a few days to download the information and print bills. Members should expect to have bills the 1<sup>st</sup> of each month. Special notices may mean bills arrive early.
- **16<sup>th</sup> Due Date:** Bills are due the 16<sup>th</sup> of each month. When the 16<sup>th</sup> falls on a weekend or Federal holiday the next business day becomes the due date.
- **17<sup>th</sup> Penalty Day:** All accounts that are unpaid on the 17<sup>th</sup> have penalty applied to the unpaid balance. This date changes like the due date if it falls on a weekend or Federal holiday.
- **Late / Shut off notices:** Late / Shut Off notices are printed on neon pink cardstock. These are printed after penalty is applied on the 17<sup>th</sup> and mailed to Members. We no longer hang a 48 hr notice on doors for shut off. The pink card will have the date for cut-off. The standard date is the 5<sup>th</sup> of the month. This will change to the next business day if the 5<sup>th</sup> falls on a weekend or holiday. This is the only notice, you will not get a door hanger. Please don't ignore the pink shut off notice, even if you have made the payment. Mail can be lost, if you get the card your payment was not credited to your account as of penalty day.
- **Shut Offs:** We will begin the shut off's at 9AM on the 5<sup>th</sup>. Payments in the outside drop box will be credited before we create the shut off list.
- **Reinstatement:** If the account remains unpaid and the service is shut off the reinstatement fee to turn water back on is \$75 and must be paid along with the past due amount to restore service.

**What if you don't get your bill?** If you don't have a bill by the 5<sup>th</sup> of the month please call the office. Not getting your bill in the mail won't change the due date or penalty date.

**Payment methods:** Cash, money order/cashier's check, drop box on the fence for checks, mail (PO Box 142 Cromwell 74837), Automatic draft (requires a form to be filled out) you still get a bill every month, debit/ credit cards thru the District website [www.seminolerwd3.myruralwater.com](http://www.seminolerwd3.myruralwater.com) (convenience fee applies)

**What if I can't pay my bill?** The District does not have a payment plan for financial need. We can help direct you to community and Tribal resources that may be able to help you. Please don't wait until the last minute to seek help. Several days to over a week are not uncommon turnaround times for assistance payments.

**Can I pay a partial bill?** You certainly can pay a partial bill. In fact I encourage you to pay what you can on your bill before penalty day. Penalty is applied to unpaid balance so anything you pay reduces the penalty amount. Partial payments won't stop penalty, shut off or allow us to restore service after shut off.

**Questions?** Please contact the office Monday – Friday 9AM to 12 Noon

Michelle Richardson-Office Manager