



**CUSTOMER INFORMATION**  
**TRI-COUNTY RURAL WATER DIST. # 2**  
**Pottawatomie County, Oklahoma**

**WATER USERS**

We are pleased to provide water service to all users within our boundaries, provided our main line is in that area. Water and sewer service is provided for in-town (Earlsboro) users ONLY. It is our privilege to complete this summary of general information regarding Tri-County Rural Water District #2 services. If you have any questions that are not addressed here, please give us a call and we will be happy to assist you.

**BILLING PROCEDURES**

Bills are mailed approximately the 1<sup>st</sup> day of each month. All bills are due on receipt. **Non-receipt of your bill in no excuse for non-payment. Payment must be in the water office by 4:30 p.m. on the 15<sup>th</sup> of each month or the account is considered past due.** A 5% late fee will be added on water and a \$2.00 late fee added on sewer. Night drop is available at office next to Drive-Thru Window. **Any unpaid accounts not paid IN FULL by the 24<sup>th</sup> @ 4:30 p.m. a service fee of \$50.00 will be applied, and water will be cut off on the 25<sup>th</sup> of each month, even if your water service has not been turned off yet.** When service has been locked-out, Service will restore service with-in 24 hours on normal working days, excluding weekends, holidays and after business hours.

**CUSTOMER INQUIRIES**

We have an answering service for EMERGENCIES ONLY. They have no knowledge of your account status; therefore, they do not have the authority to make decisions on your account. Please contact our office during normal business hours (8:30 a.m. – 4:30 p.m. Monday – Friday) regarding any questions you may have concerning your account.

**WATER RATES (EFFECTIVE January 2016)**

Minimum	\$17.00
First 1,000 gallons	\$4.50
Next 2,000 gallons	\$4.60 per thousand gallons
3,000 – 10,000 gallons	\$4.75 per thousand gallons
Over 10,000 gallons	\$5.00 per thousand gallons

**POLICIES**

When a customer purchases any property on the water system, before the water can be put in their name, we must receive the following:

- A copy of the Warranty Deed showing proof of ownership on the day service is established. Our Board reviews and approves all property transfers at our monthly Board meetings.
- Any new construction (including new dwellings and trailer homes) where there has not been service we will need to submit a copy of the deed to our engineer for approval.
- A completed customer information sheet
- All previous charges on the property must be paid in full before account is put into new owner's name. Any unpaid amounts go with the property.
- If your bill becomes past due for over 90 days, your meter will be pulled and membership will be cancelled and you will have to pay \$1125.00 for new meter and membership.
- The water system's responsibility stops at the meter. Any water that goes through the meter is the member's responsibility.

**OTHER FEES:** Insufficient Funds \$27.50      Cut Lock Fee: If locked off a fee of \$50.00 will be added to the account and proper law enforcement agency will be contacted and a report will be filed.

**RENTERS**

If this is to be a rental property, and the property owner wants the renter on the billing the charge of \$25.00 to the renter and the proper paperwork need to be completed by the renter. If the account becomes delinquent for ninety days, the owner's membership will automatically be cancelled.

**NEW MEMBERS**

At this time the cost for the New Membership and meter setting is \$1125.00, if our main line is on YOUR side of the road. If the line is on the opposite side, then it would require a road bore and the customer would have to pay for this bore before water service is connected. If Membership has been cancelled at the request of the property owner, it will cost \$90.00 reinstatement fee; plus any back charges on that property. If former owner does not cancel Membership and wants to transfer to new owner a \$25.00 transfer fee applies.

**ARTICLE VI, SECTION 3 OF BY-LAWS STATES NO REFUNDS**

This system belongs to all water users and our water bill is based on the amount required to operate the system and to repay our loans. This is a public water system and is subjected to State Health Department regulations.

BY-LAWS are available upon request (this form has been updated as of May 25, 2016).

[www.tricountyrwd2.myruralwater.com](http://www.tricountyrwd2.myruralwater.com)

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**TRI-COUNTY RURAL WATER DIST. # 2**  
**Pottawatomie County, Oklahoma**

**RECEIPT OF CUSTOMER INFORMATION SHEET**

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Member Signature

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Date Signed

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Member Signature

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Date Signed



# CUSTOMER INFORMATION

Account #: \_\_\_\_\_

Start Date: \_\_\_\_\_

Date Off: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Last First M.I. Spouse

Service Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Directions: \_\_\_\_\_

Current Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Previous Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Previous Water Service With: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

If Renting Landlords Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Commercial Information: Federal I.D. Number: \_\_\_\_\_ State Tax Number: \_\_\_\_\_

Type: Corporation Partnership Sole Proprietor Other \_\_\_\_\_

Family Information: Number in family: \_\_\_\_\_ Nearest Relative: \_\_\_\_\_ Relation: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Present Employer: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Spouse's Employer: \_\_\_\_\_ Phone No.: \_\_\_\_\_

I have filled out the above Application for Service and have been advised if any false information is provided, it can result in the denial of Utility Service with Tri-County Rural Water District #2.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Spouse Signature

\_\_\_\_\_  
Date



**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 REQUIRES THAT RECIPIENTS OF FEDERAL ASSISTANCE COMPILE RACE/ETHNIC INFORMATION ON APPLICANTS TAKEN WHICH IS UTILIZED BY THE GOVERNMENT FOR MONITORING PURPOSES.**

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TEXT TO BE CONTAINED ON THE APPLICATION FORM:

**INFORMATION FOR GOVERNMENT MONITORING PURPOSES**

*The following information is requested by the Federal Government for loan and grant programs in order to monitor borrower/grantee compliance with Civil Rights Act of 1964. You are not required to furnish this information, but are encouraged to do so. The law provides that an entity or lender may not discriminate on the basis of this information, nor on whether you choose to furnish it. However, if you choose not to furnish it, under Federal regulations this entity is required to note race and sex on the basis of visual observation or surname. If you do not wish to furnish the information, please check below.*

**APPLICANT**

I do not wish to furnish this information.

**Race/National Origin:**  
(Select one or more)

American Indian or Alaska Native

Asian

Native Hawaiian or Pacific Islander

Black or African American

Hispanic or Latino

White

Other: \_\_\_\_\_

Sex: M F

**CO-APPLICANT**

I do not wish to furnish this information.

**Race/National Origin:**  
(Select one or more)

American Indian or Alaska Native

Asian

Native Hawaiian or Pacific Islander

Black or African American

Hispanic or Latino

White

Other: \_\_\_\_\_

Sex: M F

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**TO BE COMPLETED BY INTERVIEWER:**

This application was taken by: face to face                      telephone                      mail

Applicants Name: \_\_\_\_\_ Co-Applicants name: \_\_\_\_\_

Interviewers Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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