



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

**BILLING PROCEDURES**

Bills are mailed approximately the 1<sup>st</sup> day of each month. All bills are due upon receipt. Non-receipt of your bill is 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, and a 5% late fee will be applied. All accounts must be paid no later than the 24<sup>th</sup> at 4:30 pm. Any unpaid accounts will incur an additional \$50.00 Disconnect and \$50.00 Reconnect fee, and the service will be locked off. Service will be restored within 24 business hours once the locked-off account is paid IN FULL. (Excluding weekends and Holidays)

**CUSTOMER INQUIRIES**

We have an answering service for EMERGENCIES ONLY, you can reach them by dialing (405) 997-5390. The answering service cannot provide account information. For account and billing inquiries, please call the office Mon-Fri 8:30am-4:30pm.

**RESIDENTIAL WATER RATES (Effective April 1, 2024)**

Minimum	\$20.00
0- 1,000 gallons	\$6.73
1,001 - 3,000 gallons	\$6.79 per thousand gallons
3,001 – 10,000 gallons	\$6.83 per thousand gallons
10,001 – 50,000 gallons	\$6.95 per thousand gallons
Over 50,000 gallons	\$7.78 per thousand gallons

**POLICIES**

When a customer purchases any property on the water system and applies for service, we must receive the following:

- A copy of the Warranty Deed showing proof of ownership.
- Complete our Membership Application.
- Any property without current service must first pay a nonrefundable engineering fee. Then our engineer will review their application to determine whether the District can or cannot supply water to their location.
- All previous charges on the property must be paid in full before the account is transferred to the new owner. Any unpaid amounts go with the property.
- If your bill has been past due for 90 days, your meter will be pulled. After the meter is pulled, you have 90 days to reinstate your service by paying the back balance plus a \$350.00 reinstatement fee. If not paid before the deadline, your membership will be canceled, and you will be required to pay \$1500.00 for a 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.
- Water usage over 50,000 gallons for any 3 months within a 12-month period will automatically result in an upgrade to a commercial policy and an additional \$1,500.00 will be required as well as the new rates relating to such policy. The Commercial Policy is available upon request.

**OTHER FEES:** *Insufficient Funds:* \$35.00. *Cut Lock Fee:* If locked off, a fee of \$100.00 will be added to the account, and a report will be filed with local law enforcement.

**RENTERS**

If this is a rental property and the owner wants the occupant on the billing, the renter must complete a non-refundable charge of \$50.00 and proper paperwork. If the account becomes delinquent for ninety days, the owner’s membership will automatically be canceled. The owner and tenant are responsible for promptly informing the office of move-in or move-outs.

**NEW MEMBERS**

New Residential Memberships start at \$1,500.00. If a bore or line extension is required, additional fees may apply. If an Owner requests to cancel their Membership, they must sign a forfeiture request form. Once signed, a new membership, at current cost, must be established if water service is desired. If the former owner does not cancel the Membership and wants to transfer to the new owner, a \$50.00 transfer fee applies.

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

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

BY-LAWS are available upon request.

Revised 8/20/2024\*

P.O. Box 118 · Earlsboro, Oklahoma 74840-0118 · (405) 997-5390 · Fax (405) 997-5457

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

Tri-County RWD #2 is an equal opportunity employer and provider.  
Hearing Impaired Contact Number: 800-722-0353