

# TRI-COUNTY RURAL WATER DIST. #2

## Pottawatomie County, Oklahoma

After reviewing,  
initial all  
required boxes  
and sign

### Reading, Billing, and Due Dates

Meter reading happens between the 14<sup>th</sup> and the 17<sup>th</sup> of each month. Online and paper billing is distributed before the 1<sup>st</sup> of each month. All bills are due by the 15<sup>th</sup> of each month. Nonreceipt of a paper bill will not be considered an excuse for nonpayment. After the close of business on the 15<sup>th</sup>, any unpaid accounts will incur an additional 10% late penalty. The deadline for payments is the 24<sup>th</sup> at 4:30 pm. At this time, any unpaid accounts will automatically incur an extra \$100.00 disconnect and a \$100.00 reconnect processing fee. These fees must be paid, whether the technician has placed the lock on the meter or not. Technicians are not authorized to take payments in the field, and grace periods or extensions will not be allowed while locking and unlocking meters.

! Any customer requesting an extension must do so before the 24<sup>th</sup> at 4:30 pm. (Please Payment Rollover)

### New Memberships (No meter exists)

Written quotes are valid for 30 days and can be requested before application submission.

Customers seeking a new membership must complete a New Membership Application and pay a nonrefundable engineering fee. This fee will be deducted from the total nonrefundable membership cost if approved. Engineering approval is not guaranteed and depends on water and pressure availability in the requested area. Although most engineering reviews are completed quickly, more complex reviews may take up to 90 days to complete.

Once the engineering approval is received, the remaining membership fee will be due. Once payment is received, you will receive a blue set of flags to place in the area where you prefer to have your meter set. Staff will contact you if adjustments to the meter location are needed. Meter installation dates may be adjusted due to weather, permitting delays, or unforeseen circumstances. Minimum monthly membership fees begin at the time of the meter set.

! Applicants must present a valid warranty deed or quit claim deed that shows their ownership, as well as a valid photo ID

! Any deeds indicated as an LLC will be considered a Commercial Membership.

! Applications will be cancelled if the Membership is not paid in full within 30 days of engineering approval. If cancelled, the applicant will be required to start the process again and will be subject to the additional engineering review, subject to availability, at that time.

! Additional charges may be incurred if a bore or line extension is required to connect to our distribution line.

! Each additional benefit unit, better defined as a livable structure, requires a separate membership and meter.

! Self-drafted, Rent to own or Owner Carry agreements must maintain the Membership information of the Deed holder as the owner, and the occupant would be considered an "Addition of Tenant" until the tenant receives a warranty or quit claim deed in their name.


### New Membership (Transfer of an existing meter to the new owner)

Existing active and in good standing memberships are transferable by completing a Membership Application and paying a nonrefundable transfer fee.

! Applicants must present a valid warranty deed or quit claim deed that shows their ownership, as well as a valid photo ID

! Any deeds indicated as an LLC will be considered a Commercial Membership.

! Upon notice of move-out, the District will temporarily lock the meter to ensure proper transfer of ownership. The unlocking of the meter will be completed during regular business hours after the transfer of ownership is complete.



### **Addition of Tenant Application**

Any property owner may add a tenant or occupant to their account by initiating the Member portion of the Addition of Tenant Application form at our office. The Tenant will then be required to complete the tenant portion of the application, and a \$50.00 nonrefundable processing fee. The owner and the tenant will be sent a copy of the monthly statement. Once a tenant is added, they can create an online portal to access the account, access history, and bill pay information within the online portal. The tenant can request a work order, obtain printouts of their payment history, check balances, and inquire about or update their contact information. Tenants can request a Payment Rollover following our Payment Rollover Policy. Tenants may request a leak adjustment after leak repairs are made, but only if the membership owner agrees and the owner and tenant complete the joint leak adjustment request form.

! It is the Membership owner's responsibility to inform the District of any move-in or move-out activity. Failure to notify us promptly may cause discrepancies in the billing, which will stand as presented.

! It is ultimately the Membership owner's responsibility to ensure their rental remains in good standing.



### **Forfeiture of Membership (Customer Request)**

Any member can request to forfeit their Membership with the District anytime. To complete a request for forfeiture, the customer must satisfy the balance on the account and complete a Forfeiture Request Form. The membership will then be terminated, and the meter will be removed from the property. Once the form is submitted, any new request for service after will be subject to the New Membership Application process and associated fees.



### **Forfeiture of Membership (Due to nonpayment)**

Any account that becomes 90 days delinquent will have the meter removed from the property. Once the meter is removed, the customer will be allowed a 90-day reinstatement period in which the customer may pay the full back balance and a reinstatement fee to reestablish service. Suppose the account remains unpaid at the expiration of the 90-day reinstatement period. In that case, the Membership will be permanently forfeited, and any request for new service will be subject to the New Membership Application process and associated fees. If the District finds the unpaid balance substantial enough, a lien will be placed to secure payment.



### **Return NSF Payments**

Any account that receives two consecutive or three total NSF returned payments in a calendar year will be placed on a cash-pay-only payment option for 12 months following the last NSF. Once notification is sent to the customer, any other forms of payment attempted may be refused or cancelled. If a payment is made before the cutoff date, but is returned NSF after the cutoff date, the meter will be locked for the previous billing cycle's delinquency, and the balance plus additional fees must be satisfied to restore service.

### **Increased Usage Review**

For Residential accounts, water usage over 50,000 gallons per month for any 3 months within 12 months will automatically result in an upgrade to a commercial policy. The difference in membership fees will be required, as will the application of the commercial rates. The commercial policy is available upon request.

For Commercial accounts, water usage over 100,000 gallons per month for any 3 months within 12 months will automatically result in an upgrade to an Industrial policy. The difference in membership fees will be required, as will the application of the Industrial rates. The Industrial policy is available upon request.

### **Water Rationing**

The District may implement a water rationing plan during warmer months or high demand. If deemed necessary, the District will post weekly alerts on our website, social media, and distribute an automatic call message to customers. This notification will provide details on what restrictions are requested or mandated to help the District maintain adequate water levels during these times. Suppose a mandatory rationing alert is in effect, and the District verifies that a customer is engaging in prohibited use. In that case, a lock will be placed on the meter and a \$200.00 fine will be applied to the account. Service will be restored once the fine is paid.

### **Payment Rollover**

Any Customer in good standing may request a payment extension in the form of a Payment Rollover. Payment rollovers are available up to, but no more than 3 times per year, per account. Rollovers must be requested no later than 4:30 pm on the 24<sup>th</sup> of each month. Once a Rollover is in effect, no further extensions will be made until the agreement is satisfied. Example: Jane requests a Payment Rollover for the current month's bill of \$51.00. Jane will be removed from this month's upcoming cutoff list and must pay the current month's balance, along with next month's charges, before next month's cutoff date. In the meantime, various partial payments can be made to reach the final payment goal. The total owed must be paid before the expiration of the Rollover to avoid lock-off.

### **High usage alerts, leaks, and leak adjustments**

The District is responsible for the main distribution line to the meter; the customer is responsible for the service line from the meter to their home. After monthly meter read processing, our system will indicate sizable customer usage increases based on preset parameters. Once alerted, our office will attempt to contact the resident, and a field tech will attempt to check for a leak at the meter. If the technician suspects a large leak, resulting in significant water loss, the meter will be locked off as a precaution. In rare cases, the technician may require the lock to stay in place until repairs are made and until we have verified that the leak is fixed, to protect water levels within the district.

If a customer repairs an unavoidable leak, they may complete a leak adjustment application and submit proof of repair. Based on our standard leak formula, a credit may be offered. This is available once in a 12-month period, per account.

If the customer cannot pay the remaining balance in full, the customer may complete a long-term payment arrangement application. Payment arrangement terms will be based on our precalculated fee schedule, depending on the amount of the balance applied.

***! Customers participating in a long-term payment arrangement are not eligible for further extensions until paid in full.***

***! For Tenant/Owner leak adjustment or payment arrangement requests, both parties must complete a joint leak application***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Revised 6/16/2025

# TRI-COUNTY RURAL WATER DIST. #2

## Pottawatomie County, Oklahoma

### Payment Rollover Policy

Revised 6-11-2025

Any customer in good standing may request a Payment Rollover, not to exceed three occurrences per calendar year, to alleviate financial hardship. The customer must request the Payment Rollover before the monthly deadline of the 24th at 4:30 p.m. to avoid disconnection of the delinquent account. When a customer requests a payment rollover, they will be read the rollover terms and asked to state that they understand and accept them.

Example of the Payment Rollover:

#### Before Payment Rollover:

##### *Current bill*

\$50.00	Water usage
\$02.50	Late penalty
<u>\$52.50</u>	<u>Total due</u> (Scheduled for disconnection after the 24 <sup>th</sup> at 4:30)

#### After Payment Rollover:

##### *Combined bill*

\$52.50	(Previous months' charges)
\$41.00	New water usage
<u>\$93.50</u>	<u>Total due</u> (Scheduled for disconnection after the 24 <sup>th</sup> at 4:30)

Using the Payment Rollover does not exclude customers from the addition of late penalties.

No further extension will be given until the Payment Rollover is satisfied.

#### Customer Agreement Statement

"Your current payment of \$\_\_\_\_\_ plus next month's charges will be due no later than 4:30 PM on the 24th of \_\_\_\_\_. No further payment arrangements can be made until this payment rollover has been satisfied. If the stated bills are not paid in full by the deadline, both

## Tri-County RWD #2 - Effective July 1, 2025

New Membership – Residential (Includes \$325.00 engineering fee)	\$2,500.00
New Membership – Commercial (Includes \$325.00 engineering fee)	\$4,000.00
New Membership – Industrial (Includes \$325.00 engineering fee)	\$4,000.00
Monthly Minimum – Residential (Usage continues as usual, and is billed additionally)	\$30.00
Monthly Minimum – Commercial (Usage continues as usual, and is billed additionally)	\$50.00
Monthly Minimum – Industrial (Usage continues as usual, and is billed additionally)	\$100.00
Late Penalty (Charged on accounts that are unpaid as of 4:30 pm on the 15 <sup>th</sup> )	10%
Disconnect \$100.00 & Reconnect \$100.00 – Residential (both fees charged at cutoff deadline)	\$200.00
Disconnect \$300.00 & Reconnect \$300.00 – Commercial (both fees charged at cutoff deadline)	\$600.00
Disconnect \$300.00 & Reconnect \$300.00 – Industrial (both fees charged at cutoff deadline)	\$600.00
90-day Reinstatement Fee - Residential	\$350.00
90-day Reinstatement Fee - Commercial	\$500.00
90-day Reinstatement Fee - Industrial	\$500.00
Membership Transfer Fee – Residential (for active accounts, with no balance due)	\$50.00
Membership Transfer Fee – Commercial (for active accounts, with no balance due)	\$50.00
Membership Transfer Fee – Industrial (for active accounts, with no balance due)	\$100.00
Addition of Tenant Fee – Residential	\$50.00
NSF Return Check Fee	\$35.00
Cut Lock / Tampering Fee	\$100.00
Damaged / Mowed Over Radio Fee	\$350.00 +

***Usage Rates are calculated at the price per 1,000 gallons***

<b><u>Residential</u></b> <b>\$30.00 Minimum</b>		<b><u>Commercial</u></b> <b>\$50.00 Minimum</b>	
0-1000	\$6.93	0-1000	\$10.07
1,001-3,000	\$6.99	1,001-3,000	\$10.13
3,001-10,000	\$7.03	3,001-10,000	\$10.24
10,001-50,000	\$7.16	10,001-50,000	\$10.32
Over 50,000	\$8.01	Over 50,000	\$11.25

<b><u>Industrial</u></b> <b>\$100.00 Minimum</b>	
0-1000	\$11.15
1,001-3,000	\$11.21
3,001-10,000	\$11.32
10,001-50,000	\$11.43
50,001-100,000	\$12.09
Over 100,000	\$12.25

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## Pottawatomie County, Oklahoma

### MEMBERSHIP APPLICATION

No meter existing or Transfer of Service

NAME (First): \_\_\_\_\_ NAME (Last): \_\_\_\_\_

DRIVER LIC #: \_\_\_\_\_ STATE \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE NUMBER 1: \_\_\_\_\_ PHONE NUMBER 2: \_\_\_\_\_

*PLEASE CIRCLE THE PHONE NUMBER YOU PREFER TO BE CONTACTED AT*

EMERGENCY CONTACT: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

**OFFICE USE ONLY:** Is the deed presented, indicated as an LLC? Advise on commercial requirements  
\*Was the final read requested on or before the closing date? YES / NO  
\*If sale is owner carry or rent to own, and isn't through a title agency, use the addition of tenant app

If commercial, complete the following information:

*(Any deed that indicates an LLC is considered commercial)*

BUSINESS NAME: \_\_\_\_\_

WILL THIS BE A MEDICAL MARIJUANA GROW FACILITY? \_\_\_\_\_

PLEASE INDICATE THE PROJECTED WATER USAGE PER MONTH: \_\_\_\_\_

BUSINESS OWNERS' NAME: \_\_\_\_\_

BUSINESS ADDRESS: \_\_\_\_\_

FEIN: \_\_\_\_\_ STATE TAX IDENTIFICATION NUMBER: \_\_\_\_\_

Signature: \_\_\_\_\_

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

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

**ENGINEERING DATA SHEET**

**\*WRITTEN QUOTES CAN BE REQUESTED BEFORE PAYING ENGINEERING FEES\***

NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

PHONE NUMBER 1: \_\_\_\_\_ PHONE NUMBER 2: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CROSS STREETS OR LOCATION DESCRIPTION:

\_\_\_\_\_

PURPOSE OF TAP (CIRCLE): RESIDENCE PASTURE BUSINESS OTHER

IF A BUSINESS, PLEASE INDICATE THE PROJECTED WATER USAGE PER MONTH: \_\_\_\_\_

WILL THIS BE A MEDICAL MARIJUANA GROW FACILITY? \_\_\_\_\_

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I, \_\_\_\_\_, am requesting water service from Tri-County Rural Water District #2. I understand that a non-refundable fee, indicated on the Policies and Procedures/Rates sheet, will be collected for the district's engineering firm to conduct a hydraulic study. This data will be used to determine if water service can be obtained at the location described above.

The remaining fees must be paid in full within 30 days of the engineering approval to establish service.

Minimum monthly fees begin at the meter installation date, whether water is used or not.

Meter installation scheduling can experience delays due to permits, easements, weather conditions, emergencies, and the district's work schedule.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

**ADDITION OF TENANT APPLICATION**

**Member (Account Holder) Information**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Service address: \_\_\_\_\_

Name of Tenant(s) to be added to account: \_\_\_\_\_

Date of Move In: \_\_\_\_\_

☐ I understand that adding the tenant to this account will allow them access to the account information, as described in Policies and Procedures.

☐ I understand that I am still responsible for ensuring the account stays in good standing by utilizing one or more of our bill tracking options.

☐ I understand that if my account becomes 90 days delinquent, the meter will automatically be pulled and the member's account will go into forfeiture/reinstatement, as detailed in Policies and Procedures/Rates.

Member (Account Holder) Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**Tenant Information**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Service address: \_\_\_\_\_

Primary Phone Number: \_\_\_\_\_

Secondary Phone Number: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Office Use Only:**

Was the final read requested on or before the tenants' proposed move-in date? YES / N



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

**LEAK ADJUSTMENT APPLICATION**  
*Must be completed by the Member/Owner*

MEMBER NAME (First, Last): \_\_\_\_\_ ACCT #: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE NUMBER 1: \_\_\_\_\_ PHONE NUMBER 2: \_\_\_\_\_

*PLEASE CIRCLE THE PHONE NUMBER YOU PREFER TO BE CONTACTED AT*

Please provide your tenant's name, if applicable: \_\_\_\_\_

I understand that I am accepting a leak adjustment credit in the amount of \$ \_\_\_\_\_, for the account listed above. No other leak adjustment credit may be used on this account for 12 months.

Please check the box below to indicate if you, or your tenant, will be permitted to make a structured payment arrangement on the remaining leak balance, to be paid in addition to regular monthly charges

☐ YES, I will allow myself or my tenant to request a payment arrangement for the remaining leak balance, following the district's structured payment plan.

☐ NO, I will not allow myself or my tenant to request a payment arrangement for the remaining leak balance, following the district's structured payment plan.

**Office use only:** Staff Signature \_\_\_\_\_ Credit Amount: \_\_\_\_\_

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## TRI-COUNTY RURAL WATER DIST. #2

### Pottawatomie County, Oklahoma

#### LEAK PAYMENT ARRANGEMENT

PLEASE CIRCLE - I AM THE:      OWNER      /      TENANT

NAME (First, Last): \_\_\_\_\_ ACCT #: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE NUMBER 1: \_\_\_\_\_ PHONE NUMBER 2: \_\_\_\_\_

*PLEASE CIRCLE THE PHONE NUMBER YOU PREFER TO BE CONTACTED AT*

*Office use only:*

*If the applicant is the tenant, attach the owner's leak adjustment application, granting permission for this request.*

OUTSTANDING LEAK BALANCE AMT: \$ \_\_\_\_\_, TO BE PAID AT \$ \_\_\_\_\_ PER

MONTH, IN ADDITION TO OTHER MONTHLY CHARGES, FOR A PERIOD OF \_\_\_\_\_ MONTHS.

NO OTHER EXTENSION OR PAYMENT ROLLOVER MAY BE USED UNTIL THIS ARRANGEMENT IS

SATISFIED.

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## **TRI-COUNTY RURAL WATER DIST. #2**

### **Pottawatomie County, Oklahoma**

#### **APPROVED DEQ SEPTIC SYSTEM**

I, \_\_\_\_\_, understand that I/we must have an approved DEQ septic system for new water service. I/we must provide proof within 90 days of the meter being set. Failure to do so will result in fines from the DEQ, and the meter will be locked off until proof is provided. I understand that a copy of this form and proof will be placed in the account's permanent file.

Service Address:

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Signature of property owner:

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