

## 2016/2017 BILLING INFORMATION AND POLICIES

Enclosed you will find your new supply of payment cards and envelopes. Your name, account number, and meter reading month are pre-printed on the billing cards. The paper is perforated so you can tear off the monthly card along with a small perforated stub that can be removed and discarded in order for the card to fit in the return envelope. The water rate has been adjusted and a new **ORANGE** rate chart is enclosed. Please be sure to discard your blue rate chart that you've used for the past year and start using the new **ORANGE** rate chart starting with October billing.

Our office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday to assist you with any questions you may have. For after hour emergencies, please call the office phone number at (507) 628-4201 which will give you the phone number to contact the on-call person.

You should read your meter on the 1<sup>st</sup> of each month. To avoid a \$10.00 late payment charge, card and payment must be postmarked by the 15<sup>th</sup> of each month **or received in the office by 5:00 p.m. on due date.** You can call the office to do a check by phone or on-line payments can be made at [www.redrockruralwater.com](http://www.redrockruralwater.com). If you have enough credit on your account to cover the month's payment, you still need to either call, e-mail, or send in a meter reading so that the office can keep accurate records. If you fail to send in the one month's card, you are still responsible to send it in the following month with readings and a payment. **You cannot combine 2 months usage onto 1 card.**

We would appreciate you making a note on your card if there is a drastic change in your water usage; for example, sold off or added livestock, spraying fields, etc.

We ask that you monitor your water meter on a regular basis as YOU ARE RESPONSIBLE FOR THE WATER THAT GOES THROUGH IT. IF YOU SHOULD HAVE A LEAK AND DO NOT BECOME AWARE OF IT RIGHT AWAY, YOU ARE STILL RESPONSIBLE FOR THAT WATER USAGE.

Meters can sometimes slow down or stop working. If you think your meter is not properly recording usage, you need to give us a call to repair it right away. During this time, you are required to take an average of the previous 3 months and use that usage for your monthly payment. It is the customer's responsibility to inform the office of a bad meter. There will be no adjustments made on the 3 months average, and excuses like, "I just sold my livestock" or "I turned on my old well" will not suffice. For those members that have a meter pit, the meter in the pit is the accurate reading and the remote register is only installed for your convenience. The remote may occasionally stop registering gallons and will need to be reset by our operators.

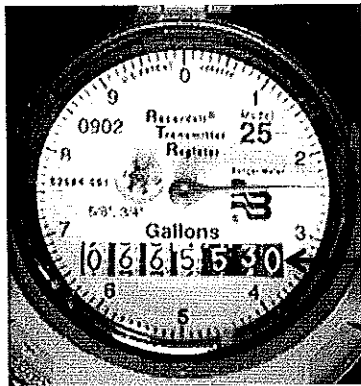
If you are not using water, you can request to have your water service turned off. We ask that you contact us 48 hours in advance to set up a service call for winterizing your meter or having your service reconnected. There is no charge for this service call. You are responsible for paying the minimum charge of \$27.00 per month even if your water service is disconnected and you are not using any water.

If water service is interrupted due to a leak that is being fixed, be sure to check the water before using it for laundry. You could see some discoloration or cloudy water for a short while. If this should continue for any length of time, please call our office and we may authorize you to flush your water lines and credit you for this water. No credit will be given for unauthorized flushing.

**Payment/Delinquent Account Policy:** Monthly water usage payments are due by the 15<sup>th</sup> and will be considered delinquent if the payment is not received or postmarked by the 15<sup>th</sup> of each month. If payment is not received in the office by 5:00 p.m. or postmarked by the due date, a \$10.00 late charge will be added to the total due. If payment and late charge is not received within 14 days of due date, a disconnect notice will be sent. This will be the only notification given in advance of the service being disconnected 30 days after the disconnect notice is sent. To avoid disconnection, delinquent month, current month and late charges must be paid in full.

**Reconnect Policy:** If payment in full is not received by 5:00 p.m. after the 30 days notice of disconnection, a \$60.00 reconnect charge will be added to the total due. All monthly charges, late charges and reconnect charge must be paid in full prior to reconnection of water service. If you claim that the charges are not properly due and payable, you may request a hearing in writing before expiration of the 30 days.

Some of you have an inside basement meter and others have a pit meter outside with a remote register above ground. Both of these meters have 7 digits listed on the face. Your billing card also has 7 boxes printed; however, the 3 on the right hand side are already printed as zeros. You need to write in the other four numbers on the left side in the empty boxes. You pay for your water by the thousands. Below is a sample card and picture of an indoor meter. The outside remote registers are done the same way. If you have questions please give our office a call and we can explain over the phone how to record you readings on your cards.



The reading off this inside meter would be written on the card as 0665000 as shown below.

The 3 numbers in black on the right are changed to zeros that are already printed on the card.

Assuming the previous reading was 0658000 the bill should look like this shown below.

Read your meter every month on the 1st and send your payment by the 15th.

If payment includes other than water charges, please enclose explanation.

**RED ROCK RURAL WATER SYSTEM**  
 BOX 160  
 JEFFERS, MN 56145-0160

Payment made by  
 Cash ( ) Check ( ) Money Order ( )

Red Rock Rural Water System is an equal opportunity provider and employer.

Location	Account No.
Present Meter Reading	0665000
Previous Meter Reading	0658000
Number of Gallons Used	7000
Amount Due From Rate Chart	50.40
Add Late Payment Charge	
Other Charges or Credit	
Amount you pay .....	50.40