

Notice of Policies

Office Hours:

Monday – Friday 8:00 AM to 4:30 PM

After regular business hours you can call the office at 601/776-2593 for a list of emergency numbers.

A drop box is provided for payments. One is located at the roadside and one at the right of the office front entrance for your convenience.

Bank Draft service is available for members to pay monthly bills automatically.

Debit and Credit Cards are accepted in office or by phone. A \$2.00 fee will be added to each transaction.

Online Payments may be made at <https://harmonywater.myruralwater.com/>. You will need your 9-digit water account number. Payments through this method are made through a third-party site, and transaction fees will apply.

Donations to your local Fire Department can be added to your water bill each month.

Water bills are due by the 15th. If not paid by the 15th, a 10% late charge is assessed on amounts due. If your bill is not paid by the 20th of the second past-due month your service will be discontinued without further notice, and a cut-off fee of \$75.00 will be charged to restore service in addition to the full account balance.

Basic Service, includes 2,000 gallons	\$30.00	This is the minimum service charge
All over 2,000 gallons	\$ 8.00	Per 1,000 gallons

If the 15th of the month falls on a Saturday, Sunday, or a holiday, you will have the next business day to pay your bill without a penalty charge.

To establish new water service, you will need a 911 form with the name you will use to get service. If you are renting you will need a renter's agreement or receipt where you paid deposit from the landlord with their name, phone number and the address. Name and address or receipt/renter's agreement must match 911 address form. Please contact our office for additional requirements.

New water installation service will be installed only with a permit/recommendation from the Health Department for applicant's sewer system.

Water service will be temporary until applicant presents a signed affidavit of approval from the Health Department.

If approval is not received within 1 year, applicant's water service will be disconnected as required by the Health Department.

If at any time a "non-approval" is received, services will be terminated immediately without notice to the applicant.

Should you ever be assessed a fee that you believe is incorrect or unfair you should contact the office so that a review of the charge can be made.