

## 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 emergency numbers.

A drop box is provided for payments. It 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 for a fee of \$1.40.

Online Bill Pay On Web Page: <http://harmonywater.myruralwater.com/>

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

Water bills are due by the 15<sup>th</sup>. If not paid by the 15<sup>th</sup>, a 10% late charge is assessed on amounts due not paid by the 15<sup>th</sup>. If your bill is not paid by the 20<sup>th</sup> of the following month your service will be disconnected, and a cut-off fee of \$50.00 will be charged to restore service. If the 20<sup>th</sup> falls on the weekend or holiday then it will be disconnected on the next working day.

If the 15<sup>th</sup> 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 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.

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.