

**Harmony Water Association**  
118 Long Blvd.  
POST OFFICE BOX 342  
QUITMAN, MS 39355



**Phone: (601) 776-2593**

**Fax: (601) 776-5020**

**Email: [harmonywater2@gmail.com](mailto:harmonywater2@gmail.com)**

**Website: <https://harmonywater.myruralwater.com>**

## 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 3% 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, therefore, may take 1-2 business days to post to your account. Transaction fees may apply.

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. If your bill is not paid by the 20<sup>th</sup> of the second past-due month, your service may 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. 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.

### RESIDENTIAL RATE

<b>Minimum Bill 0 - 2,000 gal</b>	<b>\$30.00</b>
<b>Over 2,000 gallons</b>	<b>\$8.00 / 1,000 gal</b>

### COMMERCIAL RATE

<b>Minimum Bill 0 - 20,000 gal</b>	<b>\$70.00</b>
<b>Over 20,000 gallons</b>	<b>\$8.00 / 1,000 gal</b>

To establish new water service, you will need an E-911 form with the name and phone number 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.

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## NOTICE OF POLICIES

### Bulk Water Sales

#### Office Hours:

Monday – Friday 8:00 AM to 4:30 PM

#### After-Hours Numbers:

General Manager: 601-692-3297

Office Manager: 601-692-3097

Companies/Contractors wanting to purchase bulk water from Harmony Water Association must meet the following requirements:

- Contact Harmony Water Office Staff to provide Company Billing and Primary Contact information.
- Contact General Manager to coordinate location to obtain water and a meeting place and time if needed.
- *Company's holding tank must have an air gap, otherwise, Harmony cannot provide water.*
- Company is responsible for maintaining a complete log of the gallons of water obtained over the course of the project and providing that log to the Harmony Water Staff for proper billing.

Payment for Bulk Water Sales is due upon receipt of invoice.

Payments may be made by cash, check, or credit/debit card. A 3% processing fee will be added to each credit/debit card transaction whether in-person or over the phone.

### **BULK WATER RATE**

<b>Minimum Bill</b>	<b>\$30.00</b>
<b>0 – 2,000 gallons</b>	
<b>Over 2,000 gallons</b>	<b>\$10.00 / 1,000 gal</b>

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.