



Welcome to the Stone County Public Water Supply District #1

As a new water user or builder, we welcome you to the district and hope this information will be helpful. If you have any questions and/or concerns, please feel free to contact our office **(417) 739-2107**. We will do everything we can to answer any of your questions.

The Public Water Supply District #1 of Stone County is made up of a Board of Directors (five members), the Office Manager / District Clerk, Office Assistant, and 1 Water Operators. **Our Board meets on the 4th Monday of every month.** Our meetings are open to the public and we encourage you to attend.

Our office is located at 48 James River Road, Kimberling City, MO 65686. For **emergencies after hours, call (417) 699-2451**. Office hours are 8:30 a.m. to 4:30 p.m. Monday through Friday. We do have emergency numbers on the answering machine in case you have a water main emergency after business hours. Our office does observe most legal holidays.

Please **subscribe to our alerts** by visiting our website at <https://pwsd1stonecounty.com/subscribe> and filling out your name and preferred method of contact. By signing up this will inform you of all **water leaks, repairs, billing reminders, board meetings and more.**

Billing Options

Our current options to pay your monthly water bills are –

In person or Drop box

Credit/Debit card or E-Check on our website (<http://pwsd1stonecounty.com/>)

ACH or Bank Draft

Mail in Payments

Billing Procedures

The Public Water Supply District #1 of Stone County must be notified immediately if a water bill does not accurately reflect the name of the intended customer. All bills are based on actual meter readings, unless inclement weather prevents us from locating and reading the meter. In this case, your bill is estimated based on the previous month's reading. The usage is figured out and bills generated and mailed by the first week of the new month. The Water District tries very hard to make sure billing addresses are accurate, if your address changes, please make sure to contact us immediately so that we can update our records. The Water District is not responsible for the mail service. If you have not received a bill by the end of the first week of the month, please contact the office.

All bills are due by the 15th of the month. All bills have the penalty amount printed on them if you cannot pay your bill by the 15th. The Water District has a blue night drop box located outside the office for your convenience. We cannot accept post-dated checks. **We charge \$15.00 on all late payments and returned checks.**

From time to time, the district office will print messages on your monthly bill to help notify customers of changes in rates, estimation, or upcoming events.

Water Rates

The current Water Rate Schedule is

Per 1000 gallons- \$8.00

\$26.38 base water fee

\$0.44 primacy fee

New Service & Meter Deposits

All new customers must sign a user agreement and are required to pay a deposit. This deposit varies depending on whether the customer is a landowner of the property or a tenant.

Owner deposit- \$100.00

Renter deposit- \$100.00

All tenants of rental property must provide the district with owner information. All owners must provide the district with a deposit and user agreement. All owners acknowledge that it is the responsibility of the property owner to notify the district of any tenant change. All property owners acknowledge the responsibility of the monthly billing when the rental property is vacant.

If you decide to move or sell your property, please give us at least one week's notice. We take the final bill out of your deposit and mail your refund.

Delinquent Bills & Fees

All water bills become delinquent if **not paid by the 15th of each month**. A bill is mailed to every customer every month, and the district feels that every customer is expected to pay their monthly bill in a timely manner. Late notices or disconnect notices will be mailed to every customer that shows **past due after the 20th of every month**. If the bill is **not paid by the 10th of the following month**, the customer will have their service interrupted. A reconnect fee of \$30.00 will be charged to every customer's account that is disconnected. This fee will need to be paid in addition to the past due amount of customer billing before water service is restored. The district understands that this is an extreme charge and uses it as a deterrent so that our employees are not pulled off other jobs to disconnect and reconnect services. If you should have any questions or concerns about your bill, please do not hesitate to call the office before the cut-off date on your notice.

Water Meter & Service Leaks

The Public Water Supply District #1 of Stone County policy states that the customer is responsible for his/her own water lines. This consists of the lines from the meter to the house. The Water District maintains and operates on the main lines of its system. The amount of water that goes through the meter will be billed to the customer for monthly water charges.

Maintenance

The district will make all reasonable efforts to supply continuous service; however, it has the right to interrupt service for the purpose of making repairs, connections, extensions, or other necessary work. Efforts will be made to notify water users of interruptions, when possible, but the district is not responsible for any loss due to interruption.

Report Suspicious Activity

Due to the terrorist attacks on September 11th, 2001, we ask that all customers remain vigilant in watching for suspicious activities or people in or around water supplies, wells, meters, and the like. Please report this to us or the local law enforcement agency immediately! We thank you for your efforts to help protect our community.

Primacy Fees

Primacy fees are assessed by the Water District once a year by Missouri Department of Natural Resources. The fee is \$2.00 for a meter one inch or less, \$5.00 for meters more than one inch but less than two inches, \$25.00 for meters more than two inches but less than four inches, and \$50.00 for meters more than four inches. This fee is billed on each account monthly for \$0.44 and then paid to the State of Missouri for water testing, which they require us to submit monthly. This fee is collected by all water districts in the State of Missouri in lieu of raising State taxes. It is listed on your bill as Primacy.

Meter Reconnections Fees

A broken lock **charge of \$50.00** for each broken lock will be charged to customer, per incident. After first broken lock, the meter will be removed. If when checked later an illegal connection jumper is found, the Sheriff will be contacted and filed a report. The violator will be prosecuted.

To reconnect service for non-payment, the customer needs to come to the office to pay during regular business hours, 9:00AM to 4:30PM, Monday through Friday, and pay delinquent bill plus a reconnect charge.

An **after-hour reconnect service charge of \$90.00** is offered. Customers must pay after-hours service charge and delinquent bill and be in the office to pay by 4:30PM, during the following regular business day. If not paid in full, the meter will be disconnected.