

# INTRODUCTION TO BEING A MEMBER

## Please Read

Upon making application for Membership in the Corporation, you will be required to pay a Membership/New Connection/Tap fee of \$2,525.00. Of this fee \$200.00 is your membership which is kept on deposit by the Corporation, \$1,200.00 is allocated for the cost of materials and labor to install your service, \$75.00 Customer Service Inspection Fee and Equity Buy-In Fee is \$1,050.00 which covers impact on the system including future capacity improvements such as line upgrades, new tanks, treatment, or production. If your installation requires a line extension, road bore or any other cost above a standard line tap, you will be required to pay this in addition to the \$2,525.00 at the time of application.

If your property has had a meter tap/connection in the past that has been pulled/terminated, there will be a Reconnect fee of \$825.00. Of this fee \$200.00 is your membership which is kept on deposit by the Corporation, \$550.00 is allocated for the cost of materials and labor to re-install your service and \$75.00 Customer Inspection Fee.

The office is open Monday thru Friday 8:00 a.m. to 4:00p.m. (closed for lunch 12:00-12:30 p.m.), the business day closes at 3:30 p.m. All payments made after 3:30 p.m. will go on the next business day.

1. The Corporation is member owned, operating under a 5-man Board of Directors elected by the Membership at the Annual Meeting each spring. Your membership allows you **ONE** vote at this meeting.
2. Your membership is transferable or refundable provided that your account is current and all forms necessary are completed and on file in the Corporation Office.
3. The Corporation reads the meters and bills are mailed each month. Bills are due by 3:30 p.m. on the 10th of every month, a \$15.00 late charge will be added to your bill if received after 3:30 p.m. on the 10th. Second notices are mailed on or about the 11th of each month. **Failure to receive bill does not waive penalty.** Lock day is on the 20<sup>th</sup> of every month, lock penalties will be applied and meters will be locked if payment is not received by 3:30 p.m. on the 19<sup>th</sup> of the month (this is the end of the business day). **There is NO additional grace period. We will not call to remind you. You are responsible for paying on time.** Service will not be reinstated until the water bill plus the \$50.00 lock charge is paid in full. Your service and membership will be terminated, and meter will be pulled if water bill plus lock fee is not paid within 10 days of Lock/Disconnection notice. You will be required to pay all outstanding bills and outstanding fees in addition to the Re-Connect Fee to reinstate membership and service. This will also require new application to be made. The monthly rate is \$46.50 minimum (you receive 0 gallons with this minimum) 1 to 5,000 gals. \$5.25 per thousand, 5,001-10,000 gals. \$5.75 per thousand, 10,001-15,000 gal. \$6.25 per thousand, 15,001-20,000 gal. \$7.25 per thousand, and over 20,000 gallons \$8.50 per thousand. You will receive a monthly bill whether or not you use the water. **Failure to receive bill does not waive penalty.**
4. You may use the night deposit box by the exit gate, pay by phone at 844-278-7792 or online at [www.southfreestonewater.com](http://www.southfreestonewater.com). There is a third-party convenience fee associated with use of the phone and online system. This fee is not collected by our office, it is charged and collected by the third-party company. Our office is in no way connected to this convenience fee. ACH is available directly through our office at no cost to you, you must complete a form authorizing this.
5. You may sign up for text message or email notifications. This can be used for billing and alerts. If you prefer to have a paper bill, you may still utilize the text/email notifications for alerts only. Alert examples: past due/lock notices, leak alerts, outage alerts, boil water notices or any major effect on the system. We recommend you use this.
6. **In case of service interruption call the office at (903)389-5952. If after hours the answering service will contact the on-call personnel. Please do not send emails or contact us on the website for water emergencies. Email is only checked during business hours. Please do not contact field personnel directly, they will have you contact the office so the work order can be routed properly. This is the fastest, most efficient way to get your water issue taken care of.**

A more detailed account of the Corporation's rules and regulations as set forth in the Corporation's Tariff is on file in the Office and is available upon request during regular office hours.