



Mayes County Rural Water District No. 2  
 P O Box 787 202 W Broadway  
 Chouteau, OK. 74337-0787  
 918.476.8992 phone 918.476.4458 fax  
[mayescorwd2@gmail.com](mailto:mayescorwd2@gmail.com)

### CUSTOMER INFORMATION SHEET

Customer's Name(s) \_\_\_\_\_

911 Address (property) \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

City/State \_\_\_\_\_ Zip \_\_\_\_\_ Phone ( ) - \_\_\_\_\_

Email \_\_\_\_\_ Secondary Phone ( ) - \_\_\_\_\_

Property Owner, if renting \_\_\_\_\_ Phone ( ) - \_\_\_\_\_

Date to be Connected/Transferred \_\_\_\_\_ / \_\_\_\_\_ / 20\_\_\_\_\_

CUSTOMER hereby states one of the following intended usages:

Residential (Normal Usage ≤ 21,900 gallons/month)

Residential (High Usage ≥ 22,000 gallons/month)

Agricultural / Commercial / Multi-Family Residential (High Usage)

Intended usage (farming/grow/multi-family/RV park, etc.): \_\_\_\_\_

Daily Demand \_\_\_\_\_ gallons

\_\_\_\_\_ Customer has received a copy of the Mayes County Rural Water District 2 Information Sheet.  
 (Initial)

\_\_\_\_\_  
 Customer signature

\_\_\_\_\_  
 Customer signature

#### FOR DISTRICT USE

Account # \_\_\_\_\_ Deposit # \_\_\_\_\_ Deposit Amount \$ \_\_\_\_\_ Benefit Unit # \_\_\_\_\_

Service Address \_\_\_\_\_ Map Coordinates \_\_\_\_\_

Meter Serial # \_\_\_\_\_ Meter Reading Sequence # \_\_\_\_\_ Reading Route # \_\_\_\_\_

Beginning Meter Reading \_\_\_\_\_ Billing Rate Code \_\_\_\_\_ Firefly # \_\_\_\_\_

Date to Begin Billing \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Longitude/Latitude \_\_\_\_\_

# Question

1. The following table shows the number of people who attended a concert in each of the five years from 2000 to 2004.

Year	Number of people
2000	1200
2001	1500
2002	1800
2003	2100
2004	2400

2. The following table shows the number of people who attended a concert in each of the five years from 2000 to 2004.

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2001	1500
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## INFORMATION SHEET FOR CUSTOMERS

### I. GENERAL RULES

- a. Each customer of the District shall be eligible to receive service only after a Water User Agreement has been executed. A Water User Agreement shall be executed for each point of use.
- b. At no time shall customer connect a non-system water source to any service line or water line that is connected to the system. Violations of this policy shall constitute cause for immediate disconnection of service.
- c. It is the responsibility of each customer to anticipate changes in occupancy and of service disconnection or transfer; however, any unpaid balance remains with the property and must be paid in full before the water service will be transferred/reconnected.
- d. Customer shall pay the established fees for water in accordance with applicable rate schedules at the time service is provided by the District.
- e. Representatives of the District shall have the right, at all reasonable hours, to enter the customer's property in order to: Check water meters; Inspect piping; and to Perform other duties for the proper maintenance and operation of service, or to remove its' meters and equipment upon discontinuance of service by either the Customer or the District.
- f. The District will make all reasonable efforts to supply uninterrupted service; however, it shall have the right to interrupt service without prior notice for the purpose of making repairs, connections, extensions, or for other necessary work. The District will not accept responsibility for lossess which might occur due to such necessary interruptions, nor does the District accept responsibility for losses due to interruptions of service caused by storms, floods, or other causes beyond its control.

### II. OBTAINING WATER SERVICE, CUSTOMER BILLING & PAYMENT TERMS

- a. Applications for service shall be taken at the District's office, 202 W Broadway, Chouteau, OK. 74337
- b. A refundable meter deposit is required of \$150.00 for renters / \$50.00 for landowners. Any transfer and/or connection fee is non-refundable. When service is discontinued, any deposit will be applied to payment of the final bill. Any remaining portion will be refunded to the customer.
- c. Customers will be billed monthly. Bills will be mailed on or before the 5<sup>th</sup> of each month for the previous month's usage. Payment is due upon receipt. Payments made/received after the 16<sup>th</sup> will incur a penalty equal to 5% of the balance. **Failure to receive a bill shall not excuse the customer from their obligation to pay for water used.**

### III. TERMINATION OF SERVICE

- a. Customers who fail to pay the entire amount due by the 20<sup>th</sup> day of each month will be subject to termination of water service with or without additional notification.
- b. Customers with unpaid bills on the 20<sup>th</sup> day of the month may be mailed a delinquent notice stating that service will be disconnected if full payment is not received by the stated date, generally the last day of the month.
- c. Customers who are mailed a delinquent notice will be charged a service fee of \$10.00. This fee is to cover the cost of time and materials involved in preparing and delivering said notice.
- d. Customers who have service disconnected for non-payment or have disconnect notices left at their property will be charged a \$75.00 Trip Charge. This fee is to cover the cost of time, travel and materials involved in delivering notices, disconnecting, locking or removing meters and in reconnecting, replacing or unlocking said meter(s).
- e. Customers may avoid disconnection of service by: (1) Paying the entire amount in arrears before the disconnect date; or (2) Receiving a hardship deferment and signing a deferred payment plan specifying payment terms before the disconnect date. *Disconnected services must be paid in full before service reconnection.*

### DEFERMENT FOR HARDSHIP CASES

1. Hardships eligible for payment plans include: Loss of job; medical emergency; excessive bill resulting from a large leak; unforeseen/extraordinary financial difficulties.
  2. The maximum length of a deferred payment plan shall be 5 months.
  3. Minimum monthly payments shall not be less than one-fifth of the total amount due.
  4. Deferred payment amounts shall be **in addition to** the regular bill amount.
- f. Customers may appeal a disconnect notice. The District Manager is designated as the District representative for hearing customer appeals of Notice of Termination of Water Service. The representative is authorized to correct errors of the District and adjust the amount due the District, receive payment to satisfy the amount in arrears, and negotiate deferred payment plans.
1. A written record of a customer's appeal hearing will be prepared and maintained on file by the District representative.
  2. The Board will hear appeals at regularly scheduled Board meetings **only after the customer has followed the above administrative procedure.**
- \* *Service will be disconnected as scheduled regardless of a customer's intent to appeal.*
- g. Customers desiring restoration of water service after disconnection for non-payment **MUST**: Pay the full amount due; **AND** Pay an additional deposit in accordance with the fee schedule of the District.
- h. Water service will be reconnected within 60 hours of receipt of payment in full.

**\* Meters may be unlocked but will NOT be turned on if no one is present at the property- NO EXCEPTIONS!**