New Customer Information

Setting up new service with **JWSUD** requires a **$1000 Utility Deposit** and a **$50 Administrative Fee.**   The deposit is held in the account until the customer requests to discontinue service.

        To discontinue service, customer must contact **JWSUD** office to provide:

        A) Date for Final Reading
        B) Forwarding Address & Phone Number

The Final Bill will be deducted from the Utility Deposit and the balance will be sent to the address provided.

        All water meters are read by an employee of **JWSUD** each month. Individual meters are read approximately the same time each month. Water bills are mailed on or about the **20th** of the month and due by the **15th** of the following month. **If you do not receive a billing statement by the end of the month, please call the office for an Account Balance.**

        Payments may be made by cash, check, money order or debit/credit card at the office or the Drive-thru during regular office hours. Payments may also be deposited in the drop box which is located at the end of the Drive-thru. Payments that are not received in the office, the Drive-thru or the drop box by **6:00pm** on the **15th** will be considered **"past due".** Past Due balances of $50.00 or less will assessed a late fee of $5.00. Past Due balances over $50.00 will assessed a 10% late fee.

        If payment has not been received by **6:00pm** on the **15th** of the month, a **Final Notice** will be mailed. When a **Final Notice** is received, <u>**DO NOT MAIL PAYMENT**</u> as payment may not reach **JWSUD** in time to avoid the meter being locked and assessed a **$75.00 Reconnect Fee**. If you receive a **Final Notice**, and have already mailed a payment on your account, contact the office, your payment may not have been received.

        Any account for which payment has not been received by 6:00pm on the day prior to the last Wednesday of each month will be locked and assessed a $75.00 Reconnect Fee for that Month. Customers whose meters are locked for non-payment will have a **Disconnect Notice placed on their front door at that time**. The past due balance plus the $75.00 Reconnect Fee must be paid in full before the service will be reconnected. The Drive-thru will be open until 7:00 pm on day of disconnect. **JWSUD employees will not accept payments from customers at the service address**. All re-connect payments made by means of the drop box will receive re-connection service on the following business day.

Rental Meter Water Rate Schedule
Fire Hydrant use

3" Meter adapted for Fire Hydrant use only

Water Utility Deposit	$1,000.00
Meter Installation Fee	$50.00
Minimum Monthly Charge	$377.53

Rate Schedule- usage in gallons

0-15,000	$3.63 per thousand
15,001-30,001	$5.44 per thousand
30,001-50,000	$7.23 per thousand
50,001 and up	$9.00 per thousand

Late Payment Penalty Charge (received after 15th of month) — minimum of $5.00 or 10% of bill; whichever is greater

(Assessment Fees)
TCEQ Regulatory Fee — $0.005 of billing cost

NOTICE TO ALL CUSTOMERS

Please contact the Jonah Water SUD office at 512-759-1286 with any questions regarding your account.

Payment Due Date

Water bills are mailed by the **20th** of the month and are **due by the 15th** of the following month by **6:00pm**. If the **15th** falls on a weekend or a holiday, the due date will be the next business day. **If you do not receive a billing statement by the end of the month, please call the office for an Account Balance. Failure to receive your bill does not release you from payment obligation, and late fees will apply.**

If full payment is not received by **6:00pm** on the due date, a **Final Notice** will be mailed to you allowing at least five (5) additional days for payment prior to disconnection of service; and a late fee will be assessed. Full payment (amount due plus late payment fee) must be received in the office by the Disconnect Date indicated. **The Disconnect Date (final day to make payment) is always the Tuesday before the last Wednesday and payment in full must be received in the office by 6pm on that Tuesday. Meters will be locked on the last Wednesday of each month for all accounts remaining delinquent after the Disconnect Date. Customers who have not made payment in full will be assessed a seventy-five ($75) reconnect fee on the last Wednesday of each month.**

The past due balance plus the $75 Reconnect Fee must be paid in full before the service will be reconnected.

Online Customer Account Access and Bill Pay

You may make your payment through the "Online Payment Center" link on our website jonahwater.com. You may also view your current bill as well as your billing, water consumption and payment history through the website. You will be prompted to create a unique user name and password to access your account information. You will be asked for your **account number** which ends in .00. Your **tenant number** is the two digits beginning with 9 after your account number. Your **pin** is whatever you assign it, and the **alias** is whatever you want to name your Jonah Water SUD account. Once your online account is established, you will be able to pay your bills by debit card, credit card, or e-check. **There is not a convenience fee for making payments using the "Online Payment Center".**

Debit and Credit Card Payments by Phone or in the Office

You may also call our office to pay your water bill by debit or credit card. **There is not a convenience fee for any debit or credit card payment made by telephone, in the office or through the drive-thru.**

Help Jonah Water SUD Go Green

In an effort to be environmentally friendly and to save postage costs, we invite you to receive your utility documents electronically. Please logon to Jonah Water SUD at **https://jonah.estmt.net**. Enter the requested information to begin receiving your statement electronically. You will find your Registration ID located on your statement.

Signature & Date:_____