



4050 FM 1660 Hutto, Texas 78634 512-759-1286 Fax 512-759-2983

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### **New Customer Information**

Setting up a new service with **JWSUD** requires a **\$100 Utility Deposit** and a **\$50 Administrative Fee**. The deposit is held in the account until the customer requests to discontinue service.

**To discontinue service**, the customer must contact the **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 at approximately the same time each month. Water bills are mailed on or about the **20<sup>th</sup>** of the month and are due by the **15<sup>th</sup>** 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 not received in the office, the Drive-thru, or the drop box by **6:00 pm** on the **15<sup>th</sup>** will be considered **"past due"**. Past balances of \$50.00 or less are assessed a late fee of \$5.00. Past Due balances over \$50.00 will be assessed a 10% late fee.

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

**Any account for which payment has not been received by 6:00 pm on the day before 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 the day of disconnect. **JWSUD employees will not accept payments from customers at the service address.** All re-connect payments made through the drop box will receive re-connection service on the following business day.

## **Residential Water Rate Schedule**

Basic Monthly Charge     \$37.76

<b><u>Number of Gallons</u></b>	<b><u>Cost Per Thousand Gallons</u></b>
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0-15,000	\$3.63
15,001- 30,000	\$5.44
30,001- 50,000	\$7.23
50,001 and up	\$9.00

### **Residential Sewer Rate**

Flat Sewer Rate             \$34.17

### **Residential Storm Drain Rate**

Round Rock Storm Dain \$6.75

### **Residential Garbage Service**

Trash/Recycle Can         \$24.69

### **Additional Charges**

Certified Meter Test       **\$50.00**    Performed by Certified Tester

Meter Test Charge         **\$25.00**    Performed by Jonah Water Personnel

Service Trip Fee             **\$25.00**

Returned Check Fee        **\$30.00**

## 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 20<sup>th</sup> of the month and are **due by the 15<sup>th</sup>** of the following month by **6:00 pm**. If the 15<sup>th</sup> 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 **6:00 pm** on the due date, a **Final Notice** will be mailed to you allowing at least five (5) additional days for payment before 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 6:00 pm 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](http://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 username and password to access your account information. You will be asked for your **account number** and **PIN**. 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 no 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**

To be environmentally friendly and to save postage costs, we invite you to receive your utility documents electronically. Please log on 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:

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