**RAWLS SPRINGS UTILITY DISTRICT**

**WATER USER AGREEMENT 2025**

This Agreement is entered into between Rawls Springs Utility District (“RSUD”), a county-chartered district organized under the existing laws of the State of Mississippi, and the customer

who is an individual or business entity seeking water service within the franchise area of RSUD

as defined by the Mississippi Public Service Commission (“MPSC”). The parties agree as

follows:

RSUD shall provide water to customers within the defined franchised area of RSUD on such

terms and at such cost as shall be set from time to time by the RSUD Board. RSUD shall

maintain a distribution system into franchise areas where water is needed and where it is fiscally responsible to provide such water to customers, on such terms and conditions as may be set by the RSUD Board, applicable regulations, or by law. Such distribution system shall provide water to the customer at a location to be agreed upon, subject to the following:

1. Except as otherwise agreed in writing by a separate addendum to this Agreement,

RSUD shall provide water service at or near the property line of the customer in a

location which is technically feasible as determined by RSUD. Any dispute concerning the location of the provision of service line shall be resolved at the sole discretion of RSUD based on its distribution needs. Moreover, RSUD is not required to provide water to any location where it is not feasible, providing such water would cause RSUD to lack sufficient capacity to permit delivery of water to that point, or to other points.

1. RSUD shall install a water meter at the point of service. The meter shall remain the

property of RSUD. The installed meter shall contain a cut-off valve for allowing the

water to be turned on and off and to determine usage. Such meter is not to be

tampered with by the customer or his representatives, and requires permission from

RSUD in order to turn water off and on. Tampering with water meters shall incur a

fine to be set by RSUD based on the amount of damage and RSUD’s policy.

1. RSUD shall charge the customer a rate to be determined by RSUD. The cost of the

water shall be based on a minimum bill or the usage above the minimum allowed as

applicable. The bill shall be prepared by RSUD and provided to the customer for

payment. Rules and regulations shall be established by RSUD for determining when

payment is due, when a late fee may be imposed, and when water service may be

turned off due to non-payment. Such shall be in compliance with RSUD’s bylaws

and policies, a copy of which may be made available by the RSUD upon request.

1. In times of emergency or water shortages, RSUD shall have the right to allocate water

to customers, including the right to shut off water to one customer for the purpose of

supplying water to another as necessary.

1. The customer shall pay a connection fee to establish service in an amount to be

determined by RSUD.

1. Should water have to be turned off due to non-payment, RSUD reserves the right to

charge a reconnection fee. No reconnection shall be made unless the water bill has

been paid in full.

1. Any customer account placed for collection through a collection company or

Attorney customer agrees that he shall be subject to a one-third of the outstanding amount as a collection fee plus all expenses, costs, and interest from and after the date of delinquency at 1.5% per month on the entire delinquent amount.

1. Customer is subject to all Department of Health, Public Service Commission, and

statutory and regulatory laws of the State of Mississippi.

Witness the signature below on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_:

**Rawls Springs Utility District**

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Customer**

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Printed Name of Customer) Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Signature & Title)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Photo ID Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Account Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sequencing Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address

RAWLS SPRINGS UTILITY DISTRICT

RESIDENTIAL APPLICATION FOR SERVICE

|  |  |
| --- | --- |
| CUSTOMER NAME: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| SERVICE ADDRESS: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| BILLING ADDRESS: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| HOME PHONE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ CELL PHONE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CELL PHONE CARRIER:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| DO YOU OWN OR LEASE ABOVE LOCATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| SSN: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DL OR STATE ID NO:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| NAMES OF ADDITIONAL ADULTS RESIDING AT ABOVE LOCATION:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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I UNDERSTAND THAT I AM FULLY RESPONSIBLE FOR ALL CHARGES AT THE ABOVE NOTED PROPERTY. I AGREE TO PAY FOR SERVICES PROMPTLY AT THE RATES ESTABLISHED BY THE RAWLS SPRINGS UTILITY DISTRICT BOARD OF DIRECTORS, AND I AGREE TO ABIDE BY PRESENT AND FUTURE REGULATIONS RELATING TO WATER AND WASTEWATER SERVICES ESTABLISHED BY THE RAWLS SPRINGS UTILITY DISTRICT BOARD OF DIRECTORS.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNATURE OF APPLICANT DATE

RAWLS SPRINGS UTILITY DISTRICT

# **DATE:** \_\_\_\_\_\_\_\_\_\_\_\_ **ACCOUNT NO.:** ­\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**COMMENTS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PAID: \_\_\_ CASH \_\_\_ CHECK \_\_\_ Money Order**

**TYPE OF FEE PAID:**

**Connection Fee \_\_\_\_\_\_\_\_\_\_ Non-Refundable**

**New Meter \_\_\_\_\_\_\_\_\_\_**

**Water Service Fee \_\_\_\_\_\_\_\_\_\_ Non-Refundable**

**Other \_\_\_\_\_\_\_\_\_\_**

**TOTAL \_\_\_\_\_\_\_\_\_\_**

**COMPLETED BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

RAWLS SPRINGS UTILITY DISTRICT BILLING POLICY

Monthly billing statements are sent out on or about the 21st of each month. Payment for your water bill is due upon receipt of. This is clearly noted on your billing statement. Late charges will accrue if payment is not made by the 15th date.

Notice of any overdue amount and date payment must be made to prevent water disruption is also noted on the billing statement.

The cut-off date for the month’s billing will be on the 20th of every month. If your bill is not paid in full before 7:30 am on the 20th your water service will be disconnected.

If water service is terminated, the entire balance on account must be paid in addition to the reconnection fee of $50.00 before the water will be reconnected. In addition, if service is turned on by anyone other than authorized personnel, the meter will be removed and additional charges will be assessed before service is reinstated.

There is a $40.00 fee for any returned check. Returned checks must be picked up within five (5) days of notice, or water service will be discontinued and the $50.00 reconnection fee will be added.

All bills will be considered correct if no objection has been raised within 30 days of billing date. If you feel your bill is incorrect, contact the office immediately.

We strive to provide you with the best water service possible and our office is always available for your questions and comments. Your cooperation is appreciated.

Rawls Springs Utility District

**RAWLS SPRINGS UTILITY DISTRICT BILLING POLICY CHANGE**

 The RSUD Board has enacted a new policy requiring that all outstanding billing for a given meter location must be paid in full prior to provision of service at that location to any party. This policy will apply without regard to the name or account for which service has been provided. Owners of properties should be diligent in making sure that any outstanding bills for water service are paid before the property is vacated or that other sufficient measures are taken to insure payment. **From and after July 1, 2017,** **RSUD will require payment of any such outstanding bill prior to service being re-initiated at that meter.** This change in procedure has been required due to losses incurred as a result of outstanding bills at the time that property has been vacated leaving RSUD without recourse which causes decreased operational inefficiency to the system as a whole.

We strive to provide you with the best water service possible and our office is always available for your questions and comments. Your cooperation is appreciated.

Rawls Springs Utility District

RSUD, Mark Prine, President

**RAWLS SPRINGS UTILITY DISTRICT BILLING ADJUSTMENT POLICY**

 Rawls Springs Utility District (RSUD) recognizes that plumbing problems, which arise from no fault of the customer, can cause unusually high water and sewer bills. In our continuing effort to be community-oriented and customer friendly, RSUD hereby adopts the following policy allowing adjustment of billing for customers.

 Any customer of RSUD who applies for an adjustment by signing its adjustment form, certifying that a water leak has occurred in plumbing and that the water leak has been stopped, may receive an adjustment to that bill by the office manager of RSUD subject to the following conditions:

 1. The billing adjustment shall a **every five years,** and no customer may receive more than one adjustment during every five years RSUD supplies water or sewer service to the customer.

 2. The requested adjustment shall only apply to one billing period, and may not be granted unless the bill for which the customer requests adjustment exceeds two-times the amount of the average of three preceding months.

 3. The billing adjustment shall only be made against future billing from RSUD. **No cash refunds will be made**.

 4. No billing adjustment shall be granted to any customer who is otherwise delinquent in payments or obligations due to RSUD.

 5. No adjustment may be made in cases of acts of vandalism or intentional conduct which caused the excessive usage.

 6. Any request made for adjustment must be made within sixty (60) days of the date of the billing upon which the customer requests adjustment.

 In exceptional cases involving circumstances outside the control of the customer, a request for adjustment to the bill beyond these conditions may be made to the Board at the regularly scheduled meeting. Such requests shall be granted for good cause only in the sole discretion of the Board. Such Petitions shall be granted only sparingly and in extraordinary circumstances, and the Board Members present at the meeting must act unanimously to grant the request.

 Nothing in this policy shall grant a legal right to the customer to have any bill adjusted. All such grants of adjustment are discretionary.

RAWLS SPRINGS UTILITY

CONTACT PAGE

Rawls Springs Utility

74 Rawls Springs Rd

Hattiesburg MS 39402

Ph: 601-268-2248

Email: rawlsspringsutility@comcast.net

Website: rawlsspringsutility.com

Online: Nexbillpay

**NEW RATES January 1, 2025**

**Residential**

Water - $16.50 for 3000 gallons, $4.50 per thousand gallons thereafter

Sewer - $24.50 per month minimum for 3000 gallons water used, 5.90 per 1000 gallons water used thereafter. Rawls Springs does have rate increase’s once a year.

**Commercial**

Water - $25.50 for first 3000 gallons, $6.50 per thousand gallons thereafter. Sewer – $25.50 for first 3000 gallons, $6.50 per thousand gallons thereafter.

**New Accounts**

Rental or Purchase - $150 non-refundable connection fee & $50 non-refundable service fee = $200

**New Service**

**No new service without elevation certificate from Forrest County**

**No new service without perk test/sewage from Health Department**

¾” meter - $650 + Connection fee - $150 = $800 + $50 service fee

1” meter - $1000 + Connection fee - $150 = $1150 + $50 service fee

2” meter - $3000 + Connection - $150 = $3150 + $50 service fee

3” or 4” meter - CK PRICES + Connection fee - $150 = CK PRICE + $50 service fee

5 – 7 working days required on new services 2” Hot Tap-$400

 4’ Hot Tap-$800

Re-Reads $25.00 service fee

Tampering fee (cutting lock or manipulating meter) $500.00

Sewer Tapping fee $300.00 for the Customer to pay

Road Boring Fee $450

Leak adjustments are every five years no more than $200.00, there is a formula used to get the adjustment.