

**WELCOME AND INFORMATION SHEET
FOR
NEW APPLICANTS/CUSTOMERS OF
MACBEE SPECIAL UTILITY DISTRICT
402 E SOUTH COMMERCE STREET
PO BOX 780
WILLS POINT TX 75169-0780
903-873-2109 FAX 903-873-2748
John Simmons General Manager
Rhonda Terry and Amanda Reid Office Personnel**

Welcome to our system. The information on this sheet will be helpful to you in the future.

OFFICE HOURS:

Monday through Friday 8:00 AM to 5:00 PM. Open during lunch (most of the time)
Drive thru available during office hours and night drop available for after hours. Other options for making timely payments are by phone. Call 903-560-3095 or at macheewater.com.

Closed on Holidays and Weekends (Check w/office for a complete list of holiday closings)

Please call 903-873-2109 after hours for emergency calls (water outage, criminal mischief of water facilities, etc). We have calls forwarded to an answering service for emergencies.

Bills are mailed on or about the 25th of each month and due upon receipt. Payments are considered late if received after the 15th of the following month. There is a \$15.00 penalty assessed on payments received after the 15th of each month.

Base Rate or Service Availability Charge for water:

Standard 5/8 x 3/4" meter \$30.00
1" meter \$75.00 (2.50 x meter equivalent)

Base Rate will be based on flow demand on any larger sized meters.

Rate for water usage 100 gallons to 4,000 gallons - \$3.50/thousand
Rate for water usage 4,100 gallons to 8,000 gallons - \$4.15/thousand
Rate for water usage 8,100 gallons to 20,000 gallons - \$5.00/thousand
20,100 gallons and over - \$5.75/thousand
State User Fee 0.5% of charges

Other fees:

Returned check charge - \$35.00
Disconnect/Reconnect fee - \$50.00
Service call for customer problem during office hours - \$50.00
Service call after hours & weekends - \$75.00

Charge for New Service (\$2,525.00)

\$ 200.00 Deposit
\$ 2,250.00 Meter tap & installation
\$ 75.00 Customer Service Inspection Fee

If the main water line is across a county road or if an extension of the water line is needed to supply water service, the additional charge is determined at the Indication of Interest.
Road bore across a State Highway or FM Road @ Contractor's cost

Copies of MacBee SUD's approved Service Policies and other District documents are available for inspection or copying at our office during normal business hours. (\$1.00/copy)

Please report all leaks, vandalism, or suspicious actions to our office.

Thank you for allowing us to serve you.