



As a new water user or builder, we welcome you to the Plantersville Water System and hope this information will be helpful. If you have any questions/concerns, please feel free to contact our office. We will do everything we can to answer any of your questions.

The Public Water Supply, Plantersville, is made up of a Board of Alderman, Town Clerk, Court Clerk, and a Water Operator. Our Board meets on the first Tuesday of every month. Our meetings are open to the public, and if anyone wishes to attend the meeting, please call our office so that you can be put on the agenda.

Our office is located at 2587 Main Street in Plantersville. The telephone number is 662-844-2012. Our office hours are 9:00am to 5:00pm, Monday through Friday. Our office does observe all legal holidays.

The Public Water Supply of Plantersville is in compliance with the newest rules and regulations established by the Environmental Protection Agency (EPA) and the Mississippi Department of Health Services pertaining to the Safe Drinking Water Act and lead content in the water. We send two samples per month to the Public Health Laboratory in Jackson, MS for testing. These samples are taken at random locations throughout the town.

BILLING PROCEDURE

The Public Water Supply of Plantersville must be notified immediately if a water bill does not accurately reflect the name of the intended customer.

All bills are based on actual meter readings, unless inclement weather prevents us from locating and reading the meter. In this case, your bill is estimated based on the previous months reading. The meters are read between the second and fourth week of the month. The usage is figured and bills generated and mailed by the first week of the new month. The Water Office tries very hard to make sure billing addresses are accurate, if your address changes, please make sure to contact us immediately so that we can update our records. **The Water Office is not responsible for the mail service.** If you have not received a bill by the end of the first week of the month, please contact our office. Billing begins when deposit is paid or meter installed.

All bills are due by the 10th of the month. All bills have the penalty amount printed on them if you cannot pay your bill by the 10th. A 10% penalty is added to your billing amount if not paid by the 10th. The Water Office has a night drop box located outside the door at our office for your convenience. We cannot accept post dated checks. We charge \$40 on all returned checks.

From time to time, the Water Office will print the messages on your monthly bill to help notify customers of changes in rates, estimation, or upcoming events.

WATER RATES

The current Water Rate Schedule is effective March 1, 2022

Inside City Limits

\$16.00 Minimum up to 1,000 gallons

\$ 4.50 Per thousand gallons over the 1,000 gallon minimum

Outside City Limits

\$16.00 Minimum up to 1,000 gallons

\$ 4.50 Per thousand gallons over the 1,000 gallon minimum

NEW SERVICE AND METER FEE

All new customers must sign a user agreement and are require to pay a connection fee. This fee varies depending on whether the customer is a land owner of the property or a tenant.

Owner fee - \$150

Renter fee - \$200

DISCONTINUANCE AND RECONNECTION OF SERVICES

All water bills become delinquent if not paid by the 10th of each month. A bill is mailed to every customer every month, and the Town feels that every customer is expected to pay their monthly bill in a timely manner. Late notices, or disconnect notices will not be mailed. If the bill is not paid before 5:00pm on the 20th of that month, the customer will have their service interrupted. A service fee of \$60 will be charged to every customer's account that has not paid before the 5:00pm deadline. Water payments placed in the overnight drop box after 5:00pm

will be **LATE** and added to the next business day. This fee will need to be paid in addition to the past due amount of the customer billing before water service is restored. The Town understands that this is an extreme charge and uses it as a deterrent so that our employees are not pulled off of other jobs to disconnect and reconnect services. If you should have any questions or concerns about your bill, please do not hesitate to call the office before the cut-off date on your bill.

If your service has been interrupted for any reason and you choose to tamper with and/or remove the lock or red clip, **you will be prosecuted for theft of utilities.**

INQUIRY, SERVICE, AND COMPLAINT PROCEDURES

If you ever have any questions or complaints, please feel free to call the Water Office at 662-844-2012 during regular office hours and the Town Clerk will help you. We hope you will call us when you have a concern. We can all benefit from open lines of communication. Our staff does not make the policies, they are required by the Board of Aldermen to enforce them. If you have a complaint not handled to your satisfaction, please write to the Board of Aldermen and it will be handled at the next Board Meeting.

If you feel that your meter was read incorrectly or if you are questioning your bill, please call the office as soon as you receive your bill. We will do our best to get someone out to reread your meter as soon as possible, incurring a \$10 service charge if the meter is found to be correct. If the meter is found to be at fault, your bill will be corrected. However, if the customer can reread their own meter and we confirm that we are at fault, the Town Clerk will make an adjustment on your bill.

WATER METER AND SERVICE LINE LEAKS

The Public Water Supply of Plantersville policy states that the customer is responsible for his/her own water lines. This consists of the lines from the meter to the house. The Water Office maintains and operates on the main lines and service lines to the meter. The amount of water that goes through the meter will be billed to the customer for monthly water charges.

The customer can check for leaks in their own system. There is a small triangle on the face of the meter. This is called a Leak Indicator. You will need to make sure that every faucet/water

supply in the house is off (washing machine, dishwasher, toilets, faucets inside and out, hydrants, etc...). Then look on the face of the meter at the leak indicator. You will have to watch it for at least ten minutes. If you see any movement of the leak indicator, or if the number changes on the register, you have a leak. Ground water collects in some meter pits, depending on the location. This is not necessarily an indication you have a leak.

MAINTENANCE

The Office will make all reasonable efforts to supply continuous service; however, it has the right to interrupt service for the purpose of making repairs, connections, extensions, or other necessary work. Efforts will be made to notify water users of interruptions, when possible, but the Office is not responsible for any loss due to interruption.

REPORT SUSPICIOUS ACTIVITY

Due to the terrorist attacks on September 11, 2001, we ask that all customers remain vigilant in watching for suspicious activities or people in or around water supplies, wells, meters, and the like. Please report this to us or the local law enforcement agency immediately! We thank you for your efforts to help protect our community.