



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

### ***New Customer Information***

Setting up 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**, 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 20<sup>th</sup> of the month and 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 that are not received in the office, the Drive-thru or the drop box **by 6 p.m. on the 15<sup>th</sup>** will be considered ***“past due”***. Past Due balances of \$50 or less are assessed a late fee of \$5. Past Due balances over \$50 will be assessed a 10% late fee

If payment of account has not been received in the office **by 6 p.m. 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 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 p.m. on the day prior to the Fourth Wednesday of each month will be locked and assessed a \$75 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 Reconnect Fee must be paid in full before the service will be reconnected.** The Drive-thru will be open until 7 p.m. on day of disconnect. **JWSUD employees will not accept payments from customers at the service address.** All requests for re-connect made after 3 p.m. weekdays and at all times on weekends shall be processed the following business day. All re-connect payments made by means of the drop box will receive re-connection service on the following business day.

# Residential Water Rate Schedule

Basic Monthly Charge \$35.25

<u>Number of Gallons</u>	<u>Cost Per Thousand Gallons</u>
0-15,000	\$3.39
15,001- 30,000	\$5.08
30,001- 50,000	\$6.75
50,001 and up	\$8.40

## 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

**Billing Cards and Notices have information printed on front and back of card.  
Please be sure to read.**

*Signature:*

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*Date:*

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## 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. 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 amount due (plus late payment fee if applicable) 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 fourth Wednesday** and payment in full must be received in the office by 6pm on that Tuesday. Meters will be locked on the **Fourth 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 Fourth 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 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 no 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

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.