

**BASIC INFORMATION FOR MEMBERS**

**Office Location** - 1395 E. Shore Drive, entrance to Lake Edgewood at State Road 67 North  
**Office Hours** - 8:00 am to 4:30 pm, weekdays  
**Telephone #** - 765-342-7370 or fax # 765-342-5141 (Voice mail is used for all calls after hours.)

**MEMBERSHIP**

Each applicant for water service must sign a **Membership agreement**, insure that a utility easement is provided; pay a **refundable \$200.00 Membership fee** for each service connection; a **non-refundable Connection fee (new connections only)**; and a **non-refundable System Development Charge, "SDC" (new connections only)**, according to the schedule below:

<u>Meter size</u>	<u>Connection</u>	<u>SDC</u>
5/8 - 3/4"	\$1960.00	\$ 500.00
1"	(Quotes available	\$1,250.00
1 1/2"	upon request,	\$2,500.00
2"	for	\$4,000.00
3"	larger meters)	\$7,500.00

This permits one (1) line from the meter to the place of service. Additional memberships and connections must be purchased to serve more than one (1) household on the same property. **NO CONNECTION BETWEEN THIS SYSTEM AND ANY OTHER SOURCE OF WATER IS PERMITTED, BY ORDER OF THE INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT.** If an interconnection is found, the service must be disconnected for the safety of our other members. Call the office about the safe and legal use of a second water source.

**REQUEST FOR SERVICE**

All requests for service must be made through the office with the applicable fees and charges paid in advance. All work orders are issued from the office. Any service work accomplished by MCRW must be paid before a meter will be installed to activate service.

**WATER BILLS**

Meters are read the third week of every month, approximately every thirty (30) days. In the event of severe weather, your bill may be estimated. **Bills are mailed out the last day of every month. Your bill card should reach you the first week of the month in which it is due. Bills are due by the 17<sup>th</sup> of every month, even if a bill card is not received. When paying AFTER the 17<sup>th</sup>, a late charge must be added. Past due notices are mailed on the 18<sup>th</sup> and are due by the 25<sup>th</sup> of the month. Any account not paid before the 26<sup>th</sup>, is subject to disconnection.**

- **RATES AND LATE CHARGES** are set by the **Indiana Utility Regulatory Commission, (IURC)**, as follows:

First	2,500 gallons	\$ 10.93 per 1,000 gallons
Next	7,500 gallons	\$ 10.52 per 1,000 gallons
Next	15,000 gallons	\$ 8.10 per 1,000 gallons
Next	25,000 gallons	\$ 5.68 per 1,000 gallons
Next	50,000 gallons	\$ 3.29 per 1,000 gallons
- **MINIMUM MONTHLY BILL:** 0 - 2,500 gallons is **\$29.24** (\$27.33 plus Sales Tax of \$1.91), except that **Western Expansion customers will be charged an additional \$9.74 surcharge fee (plus sales tax of \$2.59) resulting in a minimum of \$39.66.**
- **LATE CHARGE:** 10% of the first \$3.00 plus 3% of the balance of the bill
- **DISHONORED CHECK CHARGE:** \$25.00, which must be paid in **CASH.**

**RECONNECTION SERVICE CHARGE**

To install a meter for an account that is inactive or has been disconnected for non-payment, a **fee of \$48.00 is required. This fee applies when our service personnel are dispatched to turn off or remove the meter.** All payments on accounts must be made in our office. Our service personnel will not accepted any funds. This charge together with any arrearage must be paid before service will be re-established. An additional \$29.00 charge applies for re-establishing service outside of normal business hours.

**GENERAL SERVICE CHARGE**

There will be a general service charge of \$15.00 for service calls, as well as a \$15.00 surcharge, for calls outside of normal business hours.

**MISCELLANEOUS**

Please notify the office concerning the sale of properties, transfer of service, water main extensions and rental accounts. We recommend that you install a shut-off valve in your plumbing system for emergencies. **You are responsible for the service line from the meter to the house, as well as all lines and appliances inside the home. It is also your responsibility to maintain the area around your meter pit. You could be charged for damages to installed equipment. Tampering with any lines or facilities of MCRW or permitting such activity by others may result in disconnection of service and/or legal action.** Membership and service is also subject to other rules and policies of MCRW, which are available for inspection upon request. In the event of any conflict between this Basic Information and the Schedule of Rates and Charges, and Rules and Regulations approved by the IURC (Schedule), the Schedule shall control.