

Transfer of Service Packet

For New Property Owners and Businesses

This packet is for transferring service to new owners and businesses. For contract purchases, the seller will be considered the landlord, until the deed is transferred to the purchaser. Accounts will only be in a deed holder's name. New owners should transfer service within 7-10 business days after closing on a property.

**Please see new service packets for new connections*

The following forms are included in this packet:

- **Membership Application** – Please complete the customer section
- **Membership Agreement** – Please sign and date at the bottom of the form
- **Data Collection Form** – Please check the applicable descriptions
- **Water Utility Easement** – This form needs to be signed by everyone listed on the deed to the property, as current owners. Please sign the easement the same way the deed is signed. This form must be notarized when signing. We offer that service at no charge in our office, or you can take it somewhere else to have it notarized, based upon your convenience and availability
- **ACH Form** – This form is only required if you would like to have your monthly payments withdrawn from your bank account. A voided check is also needed to complete this form
- **Basic Information for Customers Form** – This sheet is for your records. We do not need it to be returned to us

In addition to the forms included in this packet, we also need the following items to be submitted:

- **Property Deed** – If the recorded copy is available, please send a copy of it. However, if closing has taken place recently, the deed will not have been recorded yet, so please send a copy of the deed you received at closing. There may be an attachment for the deed with the legal description. If so, we need a copy of that as well
- **Driver's Licenses** – Please send a copy of the photo I.D. for everyone who will be on the account. For businesses, we need the tax ID#. It is not necessary for a person to be listed on the deed in order to be on the account. Anyone who will need to conduct business on the account should consider being added onto it. Please be advised that when the membership is due to be refunded, the check will be payable to all names on the account
- **Payment** – We accept most major debit and credit cards, cash, check and money order. We must receive the full membership and installation fee, if applicable, in order to transfer the account. Please be aware that for all debit and credit card payments there will be a processing fee

MEMBERSHIP APPLICATION

Morgan County Rural Water Corporation
1395 E Shore Drive
Martinsville, IN 46151
765-342-7370 MCRW.org

DATE: _____

(Office to complete)

ACCOUNT #: _____

LOCATION #: _____

(Member to complete)

NAME: _____

BUSINESS NAME _____

TAX ID _____

SERVICE ADDRESS: _____

Martinsville, IN 46151

Mooresville, IN 46158

Monrovia, IN 46157

Eminence, IN 46125

Gosport, IN 47433

Paragon, IN 46166

Quincy, IN 47456

PHONE _____ PHONE _____ PHONE _____

EMAIL _____

****If billing address is different than service address

BILLING ADDRESS: _____

CITY _____ STATE: _____ ZIP: _____

List of Charges for Transfers of Service

Membership fee (refundable)* \$ 300.00

*Every active service is required to have a membership.

Easement Recording fee (non-refundable)* \$ 35.00

*The easement recording fee is charged if we do not have an existing easement on file.

Installation Service fee (non-refundable)* \$ 15.00

*The installation service fee is due if the service currently has no meter OR the new owner has **not** started service with MCRW within one week of possession of the home and service was interrupted.

Total Amount Due without Installation fee or Easement Recording fee \$300.00

Total Amount Due without Installation fee, with Easement Recording fee \$335.00

Total Amount Due without Easement Recording fee, with Installation fee \$315.00

Total Amount Due with Easement Recording fee and Installation fee \$350.00

COMMENTS: _____

**MORGAN COUNTY RURAL WATER CORPORATION
MEMBERSHIP AGREEMENT**

THIS AGREEMENT IS ENTERED INTO ON THE DATE HEREINAFTER INDICATED, BETWEEN MORGAN COUNTY RURAL WATER CORPORATION ("MCRW"), AND _____, A MEMBER OF MCRW ("MEMBER").

WHEREAS, MEMBER DESIRES TO PURCHASE WATER FROM MCRW AND TO ENTER INTO THIS AGREEMENT AS REQUIRED BY THE BYLAWS, RULES, AND POLICIES OF MCRW.

NOW, THEREFORE, IN CONSIDERATION OF THE TERMS AND CONDITIONS CONTAINED HEREIN, AND SUBJECT TO THE BYLAWS, RULES, AND POLICIES OF MCRW, MEMBER AND MCRW AGREE AS FOLLOWS:

1. MCRW AGREES TO FURNISH, SUBJECT TO THE LIMITATIONS OF MCRW'S WATER DISTRIBUTION SYSTEM (INCLUDING WITHOUT LIMITATION, DISRUPTIONS DUE TO MAINTENANCE, REPAIRS, MAIN BREAKS, AND OTHER CAUSES) AND THE TERMS AND CONDITIONS HEREIN PROVIDED, SUCH QUANTITY OF WATER AS MEMBER MAY DESIRE IN CONNECTION WITH MEMBER'S **PROPERTY SITUATED AT (THE "PROPERTY")**:

2. MEMBER SHALL CONNECT THE PROPERTY TO MCRW'S WATER DISTRIBUTION SYSTEM AND BEGIN PAYING FOR SUCH WATER AT THE APPLICABLE RATES AND CHARGES, AND AT THE TIME AND PLACE DETERMINED BY MCRW, BUT NO LATER THAN NINE (9) MONTHS AFTER THE CREATION OF THE SERVICE TAP TO THE PROPERTY.
3. MCRW SHALL PROVIDE AND INSTALL A METER PIT, METER PIT COVER, METER SETTER WITH A CUT-OFF VALVE, AND METER AT EACH SERVICE. THE METER PIT SHALL BE INSTALLED AS NEAR AS POSSIBLE TO THE WATER MAIN BUT ON MEMBER'S PROPERTY AND AS NEAR AS IS FEASIBLE TO THE POINT OF DESIRED USE BY MEMBER. THE LOCATION OF THE METER PIT SHALL BE SUCH THAT SURFACE WATER WILL NOT RUN INTO THE PIT, AND AWAY FROM ANY SHRUBBERY THAT MIGHT INTERFERE WITH THE READING OF THE METER. **MCRW SHALL RETAIN OWNERSHIP OF THE METER AND APPURTENANCES AND SHALL HAVE THE EXCLUSIVE RIGHT TO USE THE SHUT-OFF VALVE AND TO TURN IT ON AND OFF.** MCRW SHALL MAKE THE FINAL DECISION IN ANY QUESTION OF THE LOCATION OF ANY SERVICE CONNECTED TO ITS DISTRIBUTION SYSTEM.
4. IN THE EVENT OF A WATER SHORTAGE, MCRW SHALL DETERMINE THE ALLOCATION OF WATER TO THE PROPERTY.
5. MEMBER SHALL INSTALL AND MAINTAIN AT MEMBER'S OWN EXPENSE, A SERVICE LINE FROM THE STUB PIPE OUTSIDE THE METER PIT TO THE POINT OF USE ON THE PROPERTY. MEMBER SHALL BE RESPONSIBLE FOR ANY DAMAGE MEMBER CAUSES TO MCRW EQUIPMENT INSTALLED ON MEMBER'S PROPERTY.
6. MEMBER AGREES TO **CONNECT ONLY ONE PLACE OF RESIDENCE OR BUSINESS TO MEMBER'S SERVICE LINE.** AN RV OR MOBILE HOME SHALL CONSTITUTE A SECOND RESIDENCE.
7. MEMBER AGREES TO **MAINTAIN FREE AND UNOBSTRUCTED ACCESS** TO THE METER PIT AND BETWEEN THE METER PIT AND THE ROAD OR STREET.
8. MEMBER AGREES **NOT TO PLANT TREES, ANNUAL PLANTS OR SHRUBS** THAT MIGHT INTERFERE WITH THE READING OF THE METER.
9. MEMBER AGREES THERE **SHALL BE NO PHYSICAL CONNECTION BETWEEN A PIPE CONNECTED TO MCRW'S DISTRIBUTION SYSTEM AND ANY OTHER SOURCE OF WATER.** THIS MEANS THERE SHALL BE NO SYSTEM OF VALVES BY WHICH MEMBER CAN SWITCH BACK AND FORTH BETWEEN A WELL OR CISTERN AND THE MCRW SUPPLY. IF MCRW FINDS SUCH A SYSTEM THE INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT REQUIRES US TO REMOVE THE METER IMMEDIATELY.
10. MEMBER AGREES TO COMPLY WITH AND BE BOUND BY THE ARTICLES OF INCORPORATION AND THE BYLAWS OF THE CORPORATION AND SUCH LAWFUL RESOLUTIONS, RULES, REGULATIONS, AND POLICIES AS MAY BE ADOPTED FROM TIME TO TIME BY THE BOARD OF DIRECTORS.
11. MEMBER AGREES THAT A FAILURE TO PAY WATER CHARGES, OR FAILURE TO COMPLY WITH THE BYLAWS AND RULES, AND POLICIES OF MCRW, SHALL RESULT IN THE IMPOSITION OF SUCH PENALTIES AND INTERRUPTION OR TERMINATION OF WATER SERVICES AS PROVIDED IN THE BYLAWS AND RULES AND POLICIES OF MCRW.

- 12. MEMBER AGREES TO SIGN AND PROVIDE TO MCRW, AT NO COST TO MCRW, SUCH INSTRUMENTS TO GRANT, EXPAND, OR RELOCATE EASEMENTS ACROSS PROPERTY OWNED BY MEMBER, AS ARE NEEDED FROM TIME TO TIME TO FACILITATE THE OPERATIONS OF MCRW, IN THE FORM PRESCRIBED BY MCRW, PROVIDED THAT THE NEW, EXPANDED, OR RELOCATED EASEMENT WILL NOT UNREASONABLY INTERFERE WITH MEMBER'S USE OF MEMBER'S PROPERTY.
- 13. MEMBER UNDERSTANDS AND AGREES THAT THE MEMBERSHIP FEE PAID BY MEMBER SHALL NOT BEAR INTEREST.
- 14. BY SIGNING BELOW MEMBER REPRESENTS THAT HE OR SHE HAS FULL AND UNCONDITIONAL AUTHORITY TO EXECUTE THIS AGREEMENT.
- 15. **MEMBER UNDERSTANDS AND AGREES THAT: ONLY LEGAL TITLEHOLDERS OF PROPERTY SERVED OR TO BE SERVED ARE ELIGIBLE TO BE A MEMBER; TENANTS, CONTRACT PURCHASERS, AND OTHER NON-TITLEHOLDER USERS MAY NOT BE MEMBERS; ALL BILLING STATEMENTS FOR WATER USAGE WILL BE SENT ONLY TO THE MEMBER WHO IS THE TITLEHOLDER OF THE PROPERTY SERVED; ONLY THE MEMBER IS RESPONSIBLE FOR PAYMENT OF THE WATER BILL; AND IF PAYMENT IS NOT RECEIVED, ONLY THE MEMBER WILL BE SENT PRIOR NOTICE OF A DISCONNECTION.**
- 16. MEMBER ACKNOWLEDGES AND UNDERSTANDS THAT IF MARRIED AT THE TIME OF EXECUTION OF THIS AGREEMENT, SERVICE CANNOT BE TERMINATED WITHOUT THE KNOWLEDGE AND WRITEN AGREEMENT OF BOTH PARTIES.
- 17. MCRW IS AN EQUAL OPPORTUNITY PROVIDER.
- 18. **ALTHOUGH MCRW MAY ALLOW ITS WATER TO BE USED FOR FIRE PROTECTION, MEMBER UNDERSTANDS, AGREES, AND EXPRESSLY ACKNOWLEDGES THAT MCRW'S WATER SYSTEM IS NOT DESIGNED FOR OR OPERATED TO PROVIDE WATER FOR FIRE PROTECTION, AND MEMBER WAIVES, RELEASES, AND FOREVER DISCHARGES MCRW, AND EACH OF ITS EMPLOYEES, OFFICERS, DIRECTORS, REPRESENTATIVES, AGENTS, SUCCESSIONS AND ASSIGNS, OR ANY OTHER MCRW AFFILIATED PERSON OR ENTITY, FROM ANY AND ALL CLAIMS, ACTIONS, SUITS, LOSSES, LIABILITIES, OBLIGATIONS, AND DEMANDS OF EVERY KIND AND NATURE WHATSOEVER, KNOWN OR UNKNOWN, IN LAW OR EQUITY, INCLUDING WITHOUT LIMITATION, CLAIMS, SUITS, OR ACTIONS FOR PERONAL INJURY, DEATH, PROPERTY DAMAGE, OR ECONOMIC LOSS, THAT MEMBER AND/OR MEMBER'S CHILDREN, SPOUSE, INVITEES, HEIRS, EXECUTORS, ADMINISTRATORS, LEGAL REPRESENTATIVES, SUCCESSORS, OR ASSIGNS MAY HEREAFTER ASSERT, ARISING OUT OF OR RELATING TO MCRW NOT PROVIDING AN ADEQUATE SUPPLY OF WATER FOR FIRE PROTECTION.**

IN WITNESS WHEREOF, WE HAVE EXECUTED THIS AGREEMENT THE **X** _____ OF _____ 20_____.

MEMBER/MEMBERS

Signature_____ Printed_____

Signature_____ Printed_____

MORGAN COUNTY RURAL WATER CORPORATION

Signature_____ Printed_____

MCRW Authorized Representative

ACCOUNT # _____

LOCATION # _____

Cross-References:

Grantor's Deed of Record:

Instrument # _____ BK# _____ PG# _____; PLAT BK# _____ PG# _____

Served Property Deed of Record (if applicable):

Instrument # _____ BK# _____ PG# _____; PLAT BK# _____ PG# _____

Easement No.: _____

Parcel No.: _____

Acct. No.: _____

Engineering Plan Sheet No.(s): _____

WATER UTILITY EASEMENT

For and in consideration of one dollar (\$1.00) and other valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I or we, the owner(s) of the Real Estate referenced below ("Grantor"), do or does hereby grant, convey, and warrant to MORGAN COUNTY RURAL WATER CORPORATION ("Grantee" or "Water Utility"), its successors and assigns, a temporary construction easement and a perpetual easement and right to enter upon, over, and across adjacent lands of the Grantor, with the right to place and lay, use and operate, maintain, repair, replace, and/or remove water utility facilities (including water meter pits) (sometimes referred to herein collectively as "Water Facilities") in, under, on, through, over, and across the property legally described on the attached Exhibit A, incorporated herein, (the "Real Estate"), (commonly referred to as _____, located in SECTION _____ TOWNSHIP _____ RANGE _____ in _____ TOWNSHIP of Morgan County, Indiana). The location of the Permanent Water Utility Easement shall be a strip of land ten (10) feet on each side of the centerline of the Water Facilities installed on the Real Estate, wherever and whenever such Water Facilities are installed, which, subject to the terms of this Water Utility Easement, may be installed on the Real Estate at the discretion of the Water Utility at any time, and from time to time. Without limiting the foregoing, the Water Utility shall be entitled to use the land between the Water Utility's Water Facilities and the boundaries of the Real Estate in order to make new service connections and to install and connect new water main extensions into the Water Utility's Water Facilities installed within the Real Estate. The location of the Temporary Construction Easement shall be twenty feet (20') on each side of, parallel with, and adjacent to the Permanent Water Utility Easement.

1. The Water Facilities shall be installed so as to minimize interference with the use and enjoyment of the Real Estate. The user of the easement shall maintain the portion of the Permanent Water Utility Easement used by the user in a state of good repair and efficiency so that no unreasonable damages will result to the Grantor or to the Real Estate. The Water Utility shall restore all areas of the Real Estate disturbed pursuant to the Water Utility's use of this Easement to as good as, or better condition, to the extent reasonably possible (trees that must be cleared from the permanent easement area will not be replaced). Once the Water Facilities have been installed, Grantor shall not change the final grade of the Permanent Water Utility Easement area by more than twelve (12) inches. Grantor shall not allow any building, structure, improvement, trees, or any other obstruction to be constructed or placed upon any portion of the Permanent Water Utility Easement (except for perpendicular crossing of the Permanent Water Utility Easement area with roads, curbs, sidewalks, or driveways, so long as such structures do not change the final grade of the Permanent Water Utility Easement by more than twelve (12) inches). The immediately preceding sentence prohibits (among the other prohibitions effected by it) the erecting or maintaining within the Permanent Water Utility Easement area any earthen mound or series or system of earthen mounds. Any and all use of the Permanent Water Utility Easement area must not prevent the installation, use, maintenance, replacement, and removal of water utility facilities within the Permanent Water Utility Easement area. The Grantor reserves the use of the easement area to the extent not inconsistent with this grant of easement.

2. If a water tap is purchased from the Water Utility to serve the Real Estate, all privileges and obligations incident thereto as set forth in the rules, regulations, and policies of the Water Utility, its successors and assigns, shall be binding obligations on the parties hereto, their heirs, successors, and assigns.

3. This easement shall be used only for water utility facilities. If, after water utility facilities are installed, the easement provided for herein ceases to be used for water utility facilities, the easement shall revert back to the Grantor, its successors and assigns.

4. **Future Additional Connections.** In the event of a later request for an additional service connection for the Real Estate, the following shall apply as determined in the discretion of the Water Utility:

a. The meter pit and the associated service lateral located within the Permanent Water Utility Easement and serving the Real Estate shall be relocated, and the service lateral shall be replaced with a main extension to serve the multiple connections on the Real Estate.

b. The cost of such main extension shall be borne equitably by the members to be served by the main extension, as determined in the discretion of the Water Utility.

5. **Off-Site Easement and Future Additional Connections.** In the event the Water Facilities installed on the Real Estate are intended to directly serve and benefit property outside of the Real Estate, the description of such served property (the "Served Property") shall be attached hereto and incorporated herein as Exhibit B; this Water Utility Easement shall benefit the Served Property; and the owner of the Served Property shall be entitled to use and benefit from this Water Utility Easement under the same terms as the Water Utility, provided that the owner of the Served Property executes this Water Utility Easement in the space provided below. By executing below, the owner of the Served Property agrees to the terms of this Water Utility Easement and agrees as follows:

a. The Water Utility shall have a temporary construction easement and a perpetual easement and right to enter upon, over, and across adjacent lands of the owner of the Served Property, with the right to place and lay, use and operate, maintain, repair, replace, and/or remove Water Facilities in, under, on, through, over, and across the Served Property, and the location of the permanent water utility easement on the Served Property shall be a strip of land ten (10) feet on each side of the centerline of the Water Facilities installed on the Served Property, wherever and whenever such Water Facilities are installed, which, subject to the terms of this Water Utility Easement, may be installed on the Real Estate at the discretion of the Water Utility at any time. Without limiting the foregoing, the Water Utility shall be entitled to use the land between the Water Utility's Water Facilities and the boundaries of the Served Property in order to make new service connections and to install and connect new water main extensions into the Water Utility's Water Facilities installed within the Served Property. The location of the temporary construction easement shall be twenty feet (20') on each side of, parallel with, and adjacent to the permanent water utility easement. The easement rights provided under this subsection shall be subject to the terms provided under Sections 1, 2, 3, 4, and 6 of this Water Utility Easement, but with the "Served Property" substituted for the "Real Estate", and the "owner of the Served Property" substituted for "Grantor."

b. In the event of a later request for an additional service connection for the Served Property, the following shall apply as determined in the discretion of the Water Utility:

i. The meter pit and the associated service lateral located within the Permanent Water Utility Easement and serving the Served Property shall be relocated, and the service lateral shall be replaced with a main extension to serve the multiple connections on the Served Property.

ii. The cost of such main extension shall be borne equitably by the members to be served by the extension, as determined in the discretion of the Water Utility.

6. The provisions of this Water Utility Easement shall run with the land. The Grantor represents and warrants that they are all of the owners of the Real Estate and that they have the right, title, and capacity to grant this easement under the terms provided herein, that there are no contract purchasers of the Real Estate that have not executed this instrument, that there are no persons holding an

option to purchase all or any part of the Real Estate that is enforceable or exercisable now or at any time in the future that have not executed this instrument, and that there are no unpaid claims for labor done upon or materials furnished for the Real Estate in respect of which liens have been or may be filed.

IN WITNESS WHEREOF, Grantor(s) has(have) executed this Water Utility Easement, this _____ day of _____, _____.

Signed: _____
Printed: _____
Title: _____

Signed: _____
Printed: _____
Title: _____

Signed: _____
Printed: _____
Title: _____

Signed: _____
Printed: _____
Title: _____

STATE OF INDIANA)
) SS:
COUNTY OF _____)

Before me, the undersigned, a Notary Public in and for said County and State, on the _____ day of _____, _____, personally appeared _____ who duly acknowledged the execution of the foregoing grant of easement.

My Commission Expires:

Signature: _____

Printed: _____ Notary Public

Resident of _____ County, IN

Commission Number:

This instrument was prepared by Stephen K. Watson, Williams Barrett & Wilkowski, LLP, 600 N. Emerson Avenue, P.O. Box 405, Greenwood, Indiana 46142, (317) 888-1121.

I AFFIRM, UNDER THE PENALTIES FOR PERJURY, THAT I HAVE TAKEN REASONABLE CARE TO REDACT EACH SOCIAL SECURITY NUMBER IN THIS DOCUMENT, UNLESS REQUIRED BY LAW. _____



1395 East Shore Drive
Martinsville, IN 46151
member-service@mcrw.org

www.MCRW.org
765-342-7370 Phone
765-342-5141 Fax

APPLICATION FOR ACH / Auto-Draft
ALL INFORMATION MUST BE COMPLETED

Pay your bills the easy way. Our plan allows you to pay your utility bill without even leaving your home or mailing a payment to us. Your bill amount is deducted from your checking or savings account each month. You receive a billing statement prior to withdrawal so you will know exactly how much is being withdrawn to pay your monthly bill. **Drafting will take place on or around the 10th of each month.**

To enroll:

1. **Fill out this enrollment form**
2. **Voided check** from your **checking account**
OR
Deposit slip from the **savings account**
3. **Return** the completed form and voided check OR deposit slip to **Morgan County Rural Water**

Enrollment Form

Name: _____

Service Address: _____

City _____

State _____ ZIP _____

Phone _____

MCRW Account Number _____

MCRW Location Number _____

Banking Information

Financial Institution Name _____

Account Number : _____
Savings / Checking

Please be sure to enclose a voided check for the checking account you wish to have debited. Enclose a deposit slip for a savings account.

(_____) _____
Telephone for bank

Authorization

I authorize Morgan County Rural Water to instruct my bank, savings & loan or credit union to pay my total bill from my checking or savings account listed. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify Morgan County Rural Water in such time and manner so as to afford the company reasonable opportunity to act on it. Discontinuance of this payment service shall not affect any amounts owed by me to the company.

Signature

Date

Morgan County Rural Water Corporation

Information

- **Morgan County Rural Water Corporation (MCRW), was incorporated in 1964**
- **MCRW is a Member-Owned, not-for-profit water utility**
- **MCRW is a Ground Water Source System; with a Purchase Water Agreement with Citizens Energy Group (CEG) that offers a contingent source of supply and flexibility**
- **Both sources of water come from the Central Indiana White River Aquifer**
- **MCRW is a non-fire flow, primarily residential use, potable water system**
- **MCRW wells extract raw water which is filtered, chlorinated, and fluoridated**
- **Iron and Manganese are removed via filtration**
- **MCRW serves approximately 3,500 homes in Morgan and Owen Counties**
- **Average daily production and purchase in 2019 was approximately 552,737 gallons**
- **The 2019 system-wide average use per account was 4,100 gallons per month**
- **All monitoring is done per EPA, IDEM, and State Board of Health regulations**
- **MCRW is currently under no regulatory alerts or warnings**
- **There are no special treatment procedures required or mandated**
- **Chlorine residual averaged .66 ppm in 2018; ranging from .6 to .8 ppm**
- **MCRW water is not treated to remove calcium or magnesium (softening); therefore it is considered to be hard water, with total hardness of 21-22 grains per gallon, or 364 ppm total hardness**
- **MCRW has four State of Indiana licensed operators on staff full time**

www.MCRW.org
765-342-7370 Phone
765-342-5141 Fax



1395 East Shore Drive
Martinsville, IN 46151

MEMBERSHIP

Each applicant for water service must: sign a Membership agreement; sign a utility easement; provide a copy of the current deed to the property; pay a refundable \$300.00 Membership for each service connection; pay a \$35.00 non-refundable Easement Recording fee; pay a \$15.00 meter installation fee (if applicable); pay a non-refundable Connection fee (new connections only); and a non-refundable System Development charge "SDC" (new connections only). The Connection and SDC amounts vary according to the meter size. Quotes are available upon request.

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 all MCRW 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 and all necessary paperwork submitted. 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.

BILLING

Meters are read every month, approximately every thirty (30) days. In the event of severe weather, the bill may be estimated. Bills are processed the last business day of every month. Statements are viewable online immediately and will be mailed or emailed at that time. Payment is due the 17th of every month, regardless whether a statement is received or not. Late charges are applied the next business day. Past due payments are due by the 25th of the month. A delinquency Service Fee of \$60.00 will be applied the following business day. The service is subject to consideration for disconnection at that time. The fee will be applied regardless whether the service is disconnected or not.

RATES AND CHARGES

Rates and charges are set by the Indiana Utility Regulatory Commission, (IURC), as follows:

Base Charge for a standard 5/8 - 3/4 inch meter	\$11.95
(Base Charges for other meter sizes are available upon request)	
Flow Rate Charge per 1,000 gallons of usage	\$10.10
Late Payment Charge	10% of the first \$3.00 plus 3% of the balance
Returned Check/ACH Charge	\$30.00/25.00
After Hours Service Charge	\$65.00
General Service Charge	\$15.00

DISCONNECTION OF SERVICE FOR NON-PAYMENT

Accounts left unpaid after the 25th of each month are subject to consideration for disconnection. The \$60.00 Delinquency Service Fee will be applied to those accounts the next business day, regardless whether the service is disconnected or not. Payments must be made in the office, online, or via automated phone system. Field Service Techs will not accept any form of payment. No payment arrangements will be accepted after the fee has been applied. Full payment is required to have service re-established.

MISCELLANEOUS

- Please notify the office concerning the sale of property
- We recommend installing a shut-off valve on the member's side of the service for emergencies
- Members are responsible for the service line from the meter to the house, as well as all lines and appliances inside the home
- It is the member's responsibility to maintain the area around the meter pit
- Charges may be applied to customer accounts if MCRW equipment is damaged
- **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 are also subject to other rules and policies of MCRW, which are available for review upon request.
- In the event of any conflict between this Basic Information and the Schedule of Rates and Charges / Rules and Regulations approved by the IURC (Schedule), the Schedule shall prevail