

Decatur County Rural Water Corp
3455 N Old U.S. Hwy 421
Greensburg, IN 47240
Office: 812.663.3119
decaturcountyruralwater.com

REGULATIONS, PENALTY AND POLICIES

Billing: As you are being billed for water used the previous month, payment is due upon receipt of bill. The bill is past due after the 20th of the billing month or due date printed on the bill.

Penalty Policy: A bill that is unpaid after the due date, as stated on the bill, is delinquent. A late payment charge of 10% of the first \$3.00 plus 3% of the amount in excess of \$3.00 shall be added to all delinquent bills. This means the payment must be **RECEIVED** in the Corporation Office on the due date. Late Charges shall be added to all payments received after the due date. Payments that are mailed must be received on or before the due date to avoid penalty assessments. **THE POST MARK DATE WILL NOT BE USED IN DETERMINING PAYMENT DATE. PLEASE ALLOW AT LEAST 8 DAYS FOR THE MAILING OF BILLS.**

Delinquent Accounts: Full payment of a customer's bill is due on the 20th of each month or date printed on the bill. If a customer has not paid the bill by the 26th of the month, a "**Disconnect Notice**" will be sent. If payment has not been received within 12 days after the "**Disconnect Notice**" was mailed (**DUE DATE PRINTED ON NOTICE**) the meter will be disconnected on or before the 11th of the month. **PAYMENTS MADE WITHIN 5 DAYS OF THE DISCONNECT DATE SHOULD NOT BE MAILED TO INSURE RECEIPT OF THE PAYMENT.**

Rental Properties: Decatur County Rural Water Corporation does not require deposits and will mail the water bill directly to the renter, provided the renter is a **MEMBER** of the Corporation. If the Property Owner chooses to keep the bill in his/her name and not require the renter to pay a membership, the **Property Owner** will remain responsible for the bill. In this case, it is suggested that the **PROPERTY OWNER** ask for a copy of the bill to be sent to him/her.

Dates to Remember:

First bill: We like at least 30 days on the first bill. Depending on the date you move in, this could mean you will be billed for close to 2 months consumption on your first bill. You should receive your first bill, which is a postcard, the first week of the month.

Meter Reading Day: Meters are read system wide on the 15th or closest working day every month.

Minimum Bill: For the current minimum bill, please call the office.