

# Mitford Rural Water District Of Fairfield and Chester Counties

P.O. Box 208  
72 Meeting Street  
Great Falls, SC 29055  
803-482-2136

Thank you for your interest in using Mitford Rural Water District (MRWD) to meet your water needs. Below is a list of “need to know” items about our services.

## **User Agreement**

The User Agreement is the contract that must be completed and signed to receive water service from MRWD. In addition, we will need a copy of your Driver’s License and a legal document that contains your name and the service address. Examples of a legal document: copy of the deed, 1<sup>st</sup> page of the closing statement, current tax document or lease agreement (for renters).

### **Transfer Existing Account:**

To transfer water service to a new owner from an existing account in which a tap has already been installed, there is a \$100 transfer fee plus a \$150 refundable deposit that is required to hold on the account. Total cost: \$250

### **New Tap Installation:**

To have a ¾” residential tap installed: \$3,750

Plus \$150 refundable deposit that is required to hold on the account.

Total cost: \$3,900

This fee includes material and labor for a water meter to be installed along the right-of-way. The customer is responsible for connecting and running the water line from the meter box to the structure where water is needed. Once we have received documents and payment, a new tap will take an average of 30 days to install.

Only one (1) dwelling or facility shall be served through one (1) meter.

\*Commercial tap fees (1 inch or larger connection) will vary depending on the volume of water required and the size of the tap needed.

**Water Pricing:**

**Residential** base rate or minimum bill is \$47 for the first 2,000 gallons.

Usage Rate over 2,000 gallons is \$14.50 per 1,000 gallons.

**Commercial** base rate or minimum bill is \$55 for the first 2,000 gallons.

Usage Rate over 2,000 gallons is \$15.50 per 1,000 gallons.

**Billing:**

MRWD generates bills monthly on the second to last business day.

Customers should expect to receive their bill in the mail around the first week of every month. To calculate your bill total based on water usage, meters are read between the 23<sup>rd</sup> and the 25<sup>th</sup> of every month depending on how the days fall during the week.

**MRWD can only accept cash, checks and money orders for your payment.**

**MRWD cannot accept any form of card payments.**

**Auto-draft:**

MRWD offers an auto-draft service that automatically withdraws the total payment due from your bank account each month. Customers who choose this service will still receive a bill in the mail each month indicating the amount that will be drafted.

MRWD processes auto-draft payments once a month, between the 6<sup>th</sup> and 10<sup>th</sup>, depending on how the days fall during the week. MRWD tries to ensure all customers receive their bill before drafting any payments.

To sign up for this service, an ACH form is available in our office. Please email [manager@mitford.com](mailto:manager@mitford.com) and we will be happy to send you the form.

**Penalties for Non-Payment:**

MRWD bills are due by the 15<sup>th</sup> of each month.

A \$10 late fee is applied at 9:00 am on the 16<sup>th</sup>, or the next business day.

If MRWD has not received a payment by the 25<sup>th</sup> at 2:00 pm, or by 9:00 am the next business day, a \$30 non-payment fee will be applied.

Water service will be subject for disconnection on or after the 26<sup>th</sup> of each month.

Once water service is disconnected, the outstanding balance must be paid in full before water service is reconnected.

IF the water service has been turned on without permission, the customer has failed to pay the full outstanding balance, the water meter will be removed. Customer account will be charged a \$250 Illegal tampering fee. The water meter will NOT be reinstalled until the balance is paid in full.

**Damages to MRWD meter materials:**

Once the Meter Box and MXU are installed, the customer will be liable for any future damage to this equipment. The minimum charge will be \$200.

**Customer Assistance:**

To contact MRWD regarding any questions or concerns, please give our office a call at 803-482-2136 or stop by our office located at 72 Meeting Street, Great Falls, SC.

Our office hours are Monday – Thursday 9:00 am to 2:00 pm.

In case of an after-hours emergency, extension options are available through our telephone voicemail to contact someone 24 hours to help in case of a major leak or water emergency.