



1395 East Shore Drive  
Martinsville, IN 46151

765-342-7370

MCRW.org  
Member-Service@mcrw.org

## 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 17<sup>th</sup> 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 25<sup>th</sup> 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 25<sup>th</sup> 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