



## **WELCOME TO HENRY COUNTY WATER COMPANY**

### **A NOT- FOR- PROFIT CORPORATION**

**313 SOUTH WASHINGTON**

**CLINTON, MO 64735**

**If you have any questions, please contact our office at:**

**660-885-2157**

**Office hours are:**

**Monday-Friday; 8:00 a.m. to 4:30 p.m.**

### **AFTER-HOUR EMERGENCIES**

Please call Central Dispatch at 660-885-5587 for after- hour emergencies.

### **AUTOMATIC PAYMENT PROGRAM**

Bank drafts are available for customers who wish to have their monthly water bill automatically drawn from their bank account. Withdrawal would occur the business day before the due date. Save time and money. No more late fees, disconnect fees, additional security deposits, envelopes, postage, fuel.... Forms are available at the office.

## **PAYMENT OPTIONS**

Checks, cash, credit cards or money orders are accepted for payment. For customers convenience, a night drop is located between the windows at the front of our building to drop off payments during or after hours. Payments can also be made online at <https://henrycowater.myruralwater.com/>.

## **WATER RATES**

Customers will be billed monthly

<b>\$10.18</b>	Base Rate (availability fee)
<b>\$8.07</b>	per thousand gallons
<b>\$5.63</b>	over 40,000 gallons

Rates are subject to change

## **SEWER RATES**

Sewer rate is **\$10.44** for minimum monthly bill. **\$4.48** per thousand gallons is charged based on water consumption. Residential customers shall be billed for sewer service based on the average water usage at each service location during the months of November through March. This average monthly water usage will be used to calculate the volume charge for each service location from May 1 through April 30 of the following year. The average monthly usage shall be calculated and applied beginning May 1, of each year. It shall be recalculated annually, thereafter. Those customers who do not have an average based on winter months will default to 2,500 gallons usage.

## **LATE PENALTIES**

The rate of penalty for a past due account is ten percent (10%) of the water charges.

## **PRIMACY FEES**

Primacy fees are collected monthly for drinking water testing services as mandated by the Missouri Department of Natural Resources.

## **MO. SALES TAX**

Residential Customer – 2.20%      Industrial Customer – 3.95%

Commercial Customer – 8.175%      Tax Exempt – 0.00%

## **DISCONNECTION FEES**

All accounts are subject to disconnection with no further notice when a past due amount is reflected on a current bill. Disconnect fee is \$50.00. Additional deposits may apply. Restoration of service can be made during regular working hours (8:00 am to 4:30 pm).

## **RETURN CHECK FEES**

A \$25.00 fee will be charged on all returned checks.

## **TAMPERING**

Tampering with a public water supply is a federal offense. The customer shall be responsible for all damages to and including loss of the Company's property located upon the customer's premises. Please contact us if you need assistance.

## **MAINTENANCE**

The water company will make all reasonable efforts to supply continuous service; however, the company reserves the right to interrupt service for the purpose of making repairs, connections, upgrades or other necessary work to water systems.