

**TRI COUNTY REGIONAL WATER DISTRIBUTION DISTRICT
PO BOX 4030
RUSSELLVILLE, AR 72811
PHONE # (479)968-6268 FAX# (479)968-4324
Pay Online at tcrw.org**

WELCOME TO TRI COUNTY REGIONAL WATER

We hope the following information will be helpful to you during your association with Tri County Regional Water Distribution as they are part of our Rules and Regulations.

WATER BILLS: You should receive your water bill between the 1st and 5th of each month. If you do not receive your bill, please call our office and we will be glad to give you the amount of your bill.

DUE DATE: Your water bill is due on or before the 20th of each month. In order to avoid paying a late charge, your payment should be in our office by 5:00 p.m. on this date. If the 20th falls on a Saturday or Sunday, you will have the following Monday in which to pay your bill without being penalized. The gross amount shown on your bill is due if the payment is not received by the penalty date.

DISCONNECTIONS: If your bill is not paid by the 20th of the month, your account will be penalized and a reminder notice mailed out. Following the reminder notice, the water service is subject to disconnection for non-payment without further notice if payment is not received by the end of the month. For your convenience, an after-hours drop box is located to the left of the front door.

RE-CONNECTIONS: In order to restore your water service during office hours, a service charge of \$25.00 will be assessed in addition to the past due bill. An additional meter deposit of \$35.00 will also be charged each time you are disconnected for non payment until a maximum amount of \$175.00 is reached.

TAMPERING: Anyone found tampering with the meter after it has been locked for non-payment will be assessed a \$100.00 penalty on the first violation and continued tampering will result in legal action or the complete removal of the water service.

DRY TAPS (NON-METERED) ACCOUNTS: If your account is not paid current, we will seek whatever legal remedies that are available to us for the collection of the delinquent account.

DELINQUENT TAP FEES (METERED): If your monthly installment on your tap fee is not kept current, you are subject to disconnection for non-payment. If a service call is made to disconnect your service for non-payment of your tap fee, a \$25.00 reconnect fee plus all arrears on your tap fee must be paid in order to have your service restored.