

## **Madison County Public Water Supply District #1**

1180 Highway 00, Fredericktown, MO 63645

Office – (573) 783-3460

Fax and Announcements – (573) 783-8470

### Office Hours:

Monday through Friday, 8am – 4pm

Closed for Lunch from 11:30am – 12pm

## **The Billing Cycle and Accepted Payment Methods**

### **The Billing Cycle:**

The meters are read the third full week of each month via a radio-read drive-by system. A billing period can run from 28 to 35 days. Bill cards are mailed the last week of the month. Payment is due on the 1<sup>st</sup> and considered past due after the 10<sup>th</sup> of the month.

All unpaid accounts are charged a 15% late fee on the first business day after the 10<sup>th</sup>. Late fees are only waived for payments received that day in the drop box before 8:00am or in that day's mail. A second, reminder bill is mailed to unpaid accounts when the late fees are posted. This letter will state the delinquent disconnect date. At 8am on the delinquent disconnect day, all past due accounts are charged a \$35.00 delinquency fee and the meter is locked until the account balance is paid in full.

We cannot control the delivery of the mail. Non-receipt of a printed bill does not eliminate the late charges or obligation to pay the bill. If you do not receive your bill by the 3<sup>rd</sup> of the month, you may contact the office for the amount due or view your bill online.

If you are moving and would like to have your service disconnected, you need to contact the office at least two days in advance. Failure to request a disconnect will leave the account open in your name and you will be responsible for any water usage.

### **Accepted Payment Methods:**

- In-person at the office: *cash, check, money order, credit or debit card (convenience fee applies)*
- Mail payment to: 1180 Highway 00, Fredericktown, MO 63645
- Payment drop-box, located next to the front door (*check or money order only*)
- Online Bill Pay (*convenience fee applies*) with Visa, MasterCard, AMEX, or Discover (*see reverse side for details*)

## **Website – *madisoncowater.com***

- Subscribe for text and/or email alerts concerning water outages and boil water orders
- View and/or pay your bill online (usually before you receive your printed invoice)
- View usage history
- View most frequently asked questions
- Print *New User's Service Agreement*
- Learn how the billing cycle works
- And much more!

## **After-Hour Emergencies**

Customers should familiarize themselves with the location of their water shut-off valves for preparation of an emergency inside your residence.

If you have an after-hour emergency that involves our water lines, you may contact the Sheriff's Department at 783-2234; they will contact MCPWSD personnel. An emergency would be considered a broken water line or a sudden water outage. A service charge may apply for any non-emergency call made to the Sheriff's Department. ***Please DO NOT call 911 for water related emergencies.***

## **On-Line Bill Pay**

We now offer secure online payments through Stripe, a validated Level 1 PCI DSS Compliant Service Provider. Stripe directly processes transactions, ensuring your sensitive data is never stored on our servers. Request your online portal invitation today by calling 573-783-3460 or emailing [madisoncountypwsd1@gmail.com](mailto:madisoncountypwsd1@gmail.com).

### **Key Information:**

- **Fees:** A processing fee is charged by Stripe for online transactions.
- **Multiple Locations:** Easily manage all your locations by logging in once; you can seamlessly switch between multiple accounts associated with your single email address.
- **Support:** Please contact the office if you need assistance setting up or using the portal.