

Madison County Public Water Supply District #1

1092 City Lake Road, Fredericktown, MO 63645

Office (573) 783-3460

Fax and Announcements (573) 783-8470

Office Hours:

Monday – Friday 8:00 – 5:00

Closed for lunch 11:30 – 12:30

The Billing Cycle and Available methods of Payment

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 placed in the mail to arrive to you by the first of the following month. Payment is due on the first and past due after the tenth of the month. The first business day after the tenth, all payments received in the drop box before 8:00 a.m. and in that day's mail is considered timely paid. All unpaid accounts are charged a 15% late fee. A Past Due reminder postcard is mailed to unpaid accounts. The card will inform you of the Delinquent Disconnect date. On disconnect day, all unpaid accounts as of 8:00 a.m. are charged a \$35.00 delinquency fee, and then 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. If you do not receive your bill by the third of the month, you may contact the office for the amount due or look on-line.

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.

Payments can be made by any of the following ways:

Mail Service

In Person at the office (Cash, Check or Money Order)

Payment Drop Box in front of the parking lot (Check or Money Order Only) Available 24/7

Automatic Bill Pay (Withheld each month from your checking account)

On-Line Bill Pay (convenience fee applies) (Visa, Mastercard, Discover, or Debit) Available 24/7

(See Reverse side for details on on-line bill pay)

Website – www.madisoncowater.com

- *Subscribe for text and/or email alerts concerning water outage 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 or Auto-withdrawal request.
- *Learn how the billing cycle works.
- *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 our personnel. An emergency would be considered a broken water line or a sudden water outage. A service charge may apply for all non-emergency calls into the Sheriff's Dept. Please DO NOT call 911 for water related emergencies.

On-Line Bill Pay

In response to many requests for the ability to pay water bills online, we have partnered with Bluefin Payment Systems and our billing software vendor to bring this option to you. Bluefin, a Participating Organization (PO) of the PCI Council, is a validated Level 1 PCI DSS Compliant Service Provider. Bluefin handles all financial transactions and no data is ever available to the water district personnel.

To view and/or pay your bill online go to: www.madisoncowater.com

You will need to register with a User Name and password. By registering, you will have the ability to view some of your payment and usage history.

Please have your Billing Statement available before you register. The following information must be entered exactly as it is on your bill (**All capitals**):

- - First Name
- - Last Name
- - Account Number (Not Service ID number)
- -The phone number we have on your account

It is important to remember that transactions are not posted in real-time. There is a one-day delay in the transfer of information between the vendor's website and your account at our office. All payments and new account charges are updated to your account and the vendor site at midnight each evening. Therefore, to avoid late charges or disconnection for nonpayment, you must process your payment prior to midnight the day before you want your payment posted in the office. If you wish to verify the amount due, you may contact the office.

The vendor charges a small processing fee for this online service.

If you have several locations with us, you may view each one by using the drop down arrow located by the service address.

There is one confusing item on the website, you will see the term 'Bill Status', then it will say if it is Current or Final. This is not your payment status (whether it is current or past due). This refers to your service address status - current address or a finalized-out address.

If you need assistance, please contact the office and I will be happy to help you.