**MADISON COUNTY WATER FACILITIES BOARD**

**CUSTOMER POLICY INFORMATION**

**GENERAL INFORMATION**

**OFFICE HOURS:** Monday through Friday 8:00 AM to 5:00PM (closed from 12:00-1:00 PM each day for lunch)

**OFFICE PHONE NUMBER:** (479) 738-2214 (afterhours and emergency number as well)

**MAILING ADDRESS:** P.O. BOX 606, Huntsville, AR 72740

**OFFICE LOCATION:** 27271 Highway 23 S, Huntsville, AR 72740

**METHODS OF PAYMENTS**

In person or drop box at the water office

We accept all major credit cards and debit cards in person or by phone

Online payments available at [www.mcwfb.com](http://www.mcwfb.com)

Automatic bank draft payments available online

**BILLING INFORMATION**

All billing charges are mailed out by the first day of each month

All charges billed to you are due by the 15th of each month

Following a disconnection notice, the water service is subject to disconnection for non-payment. Balance owed is required to be paid in full by the disconnection date on the disconnection notice. If disconnected for no-payment, the following will be required for service to be restarted:

 -Balance due

 -Reconnection Fee: minimum $ 50.00 up to $ 100.00

 -Payments for reconnection are required to be made at the office location or over the phone

 -Reconnections are made during office hours only.

**DEPOSIT AND CONNECTION INFORMATION**

Deposits will be refunded to customer after disconnection of service and after all balance due has been satisfied.

Deposit charges are as follows:

 -Homeowner $ 75.00

 -Rental $ 250.00

**TRANSFER OF SERVICE**

A $10.00 fee will be charged to the customer for the transfer of service from one address to another

**REUTRNED CHECK POLICY**

Checks returned to Madison County Water Facilities Board due to insufficient funds will be required to be picked up at the office. Charges for insufficient checks will be $ 15.00. If service is disconnected due to a returned check, the following will be required for service to be restored:

 -Amount of returned check

 -Returned check fee: $ 15.00

-Reconnection fee: minimum $ 50.00 up to $ 100.00

**NEW SERVICES**

All fees for new services will be required at the time of application for new service.

The standard-sized tap fees are as follows:

 -Tap fee: $ 2,175.00

 -Dirt Road crossing $ 250.00 to $ 400.00

 -Paved Road Bore cost to facility

 -Plumbing inspection $ 75.00

Any tap larger than standard size will be quoted at the time of application

Visit our Website: [www.mcwfb.com](http://www.mcwfb.com) for news bulletins, to sign up for special alerts/boil orders

This institution is an Equal Opportunity Provider and Employer.