

MAGEE'S CREEK WATER ASSOCIATION, INC.

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Policy and Procedures

Updated: November 13, 2025

1. Membership Requirements

- **Water Users Agreement**

Customers must enter into a water users agreement when applying for service.

- **Health Department Requirements**

A Notice of intent must be obtained through MSDH (online), prior to applying for service if property is under 2 acres.

- **Proof of Ownership**

A warranty deed or legal contract proving ownership is required when applying for service.

- **Quotes**

Prices quoted over the phone for a new meter set are void after 30 days, and must be reassessed.

2. Meter Placement

- A standard meter set includes meter placement a maximum of 10 feet from the nearest main water line, and 10 feet of tubing. The customer is responsible for obtaining an easement from any neighboring property owners if necessary. A standard meter set is required for each active service site.

A. Fees:

\$700 - Meter (including box & lid)

\$600- County road bore (if boring is required)

\$3- per ft for tubing beyond 10 ft

\$1,500-Permit for State Hwy (price is subject to change) MCWA is not responsible

\$1,000-State Hwy road bore (price subject to change) MCWA is not responsible

Non- Radio Read Meters:

- B.** **\$400-Reset fee**

3. Connection Fees

- **\$25-Name change when ownership changes**
- **\$25-Unlock (if meter is locked)**

4. Rental Requirements

- **\$100- Deposit (refundable when renter moves)** Should renter leave a balance on the account deposit will be used to cover the amount owed. Any remaining balance is the customer's responsibility.
- **\$25-Name Change Fee**
- **\$25-Unlock (if meter is locked)**
- **Customers are required to provide a rental agreement when applying for service**

5. Service Costs

The current water rate structure is as follows:

1. **\$16.00 for usage up to 2,000 gallons**
2. **\$6.55 per 1,000 gallons for all usage exceeding 2,000 gallons**

Customer Responsibilities

Customers are responsible for all service and maintenance repairs from the water meter to their property. Any damages occurring within this customer service area-including from the meter toward the home- are the responsibility of the customer.

A. Meter Equipment Damage Fees

If any meter-related components are damaged, the following charges will apply:

- **Meter Box:** Replacement cost is **\$20**
- **Meter Lid:** Replacement cost is **\$25**
- **Meter Only (Burned or Damaged):** Replacement cost is **\$400**
- **Additional Components:** If the backflow, meter stop, or any other connected components are damaged, additional charges will be assessed based on the required repairs.

B. Wildfire Exception

If a meter is burned as a result of a **wildfire**, MCWA will replace the meter at **no cost to the customer**.

C. Maintenance Reporting

All maintenance concerns which are MCWA's responsibility to repair must be reported during regular business hours. If you observe a leak which is **deemed an emergency**, after business hours, you may contact the manager at **(601) 303-7067** or the water operator at **(601) 395-2029**.

D. Service Disconnect

Customers with billing charges which are **60 days past due** are subject to disconnection without further notice. Office personnel are not required to call customers who are on the lock list to notify them that they are in danger of being locked.

1. Payment Requirements

To avoid service interruption, customers are required to pay **all** past due balance which includes both **30 and 60 days past due** amounts.

2. A \$50 reconnect fee will be assessed on accounts disconnected due to non-payment. For service to be restored, the customer must pay the full past due balance **plus** the reconnect fee.

If the maintenance worker must travel to your residence to place a lock on the meter and you are present to pay, the customer is still responsible for the **unlock fee**. Maintenance workers will have **24 working hours** from the time payment is made by customer, to reinstate service, as system needs take precedence over reconnections.

The customer must be present to request that the valve be turned back to the active (open) position upon water reconnection. If this request is not made, the lock will be removed but the valve will remain closed.

E. Leak Forgiveness

Magee's Creek Water offers an adjustment to customers every 3 years for **excessive** leaks.

6. Meter Site Modification

If a customer requests relocation of their meter due to service issues or inconvenience, the manager and/or water operator will evaluate the situation and provide an appropriate solution. The customer will be responsible for all associated costs.

7. Valve Maintenance

Customers are responsible for opening and closing the valve at their meter for any reason. Maintenance personnel are not required to operate customer valves.

8. Meter Reading

A. Meter reading begins on the 1st of each month is completed on/or about the 6th. Billing occurs on the 21st of the month for the previous month's usage.

B. Customers are responsible for ensuring clear access to their meter for monthly readings. Impediments-such as locked gates or fencing, animal threats, or objects placed over the meter-may prevent readings from being taken. When this occurs, an average reading will be applied to the customer's account. Continued inability to access the meter may result in loss of service.

C. Previous and current meter readings are listed on each monthly bill. Customers who have billing concerns may contact the office to confirm that readings have been entered correctly.

D. Customers may request a data log showing all usage within the past **90 days**. MCWA will provide the first data log at no charge. A **\$30 fee** will be assessed for each additional request.

9. Service Interruption

If a customer experiences a service interruption and it is determined there is no break in the main line, office personnel will instruct the customer on steps to troubleshoot the issue over the phone. If the customer is unwilling to perform the required checks, or if further evaluation is needed to determine the cause of the interruption, a maintenance employee will be dispatched to assess the problem.

If the service interruption is determined to be caused by an issue on the customer's service line, a **\$50 service call fee** will be charged to the customer's account. If the interruption is due to a break in the main line, maintenance personnel will **begin work immediately** to restore service as quickly as possible, at **no expense** to the customer.

10. Legal Concerns

A. Returned Check Policy

Checks returned due to insufficient funds will incur a **\$30 fee**. If multiple returned checks occur on an account, MCWA will discontinue accepting checks from that customer. All future payments must be made using **cash or card**.

If a customer scheduled for disconnection on the 5th submits a check that is later returned for insufficient funds (NSF), **payment arrangements must be made immediately**. Office personnel will attempt to contact the customer. If contact is not successful, a maintenance worker will lock the meter. The customer will then be responsible for **the full past-due balance, the NSF fee, and a \$50 unlock fee** before service can be restored.

B. Tampering and Meter Lock Removal Policy

Removing a lock from an MCWA meter is considered **damage to MCWA property** and is subject to penalties as follows:

- **First offense:** \$100 fine
- **Second offense:** \$200 fine
- **Third offense:** Prosecution for tampering and **termination of water service**

Any misuse of water service or tampering with MCWA property will result in **prosecution**. MCWA will determine the extent of any damages, and the customer will be charged accordingly for all violations.

11. Association Responsibilities

Magee's Creek Water Association complies with all applicable state and federal regulations as required by the appropriate governing agencies.

A. Board of Directors

All board members must complete the state-mandated training and participate in advanced training every three years. The Board of Directors reserves the right to amend or modify the policies and procedures of Magee's Creek Water Association at any time.