

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

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

REUTRND 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 for news bulletins, to sign up for special alerts/boil orders

This institution is an Equal Opportunity Provider and Employer.