**Rates & Policies:**

The last rate increase was in August of 2017. See listing below, you will find our current rates and policies. If you do not find the information you need, please contact our office and we will provide it to you.

**One-Meter Per Resident Requirements**

It is important for water customers to receive a continuous and adequate supply of water, protected from possible contamination. In order to do this, the Texas Commission on Environment Quality (TCEQ) has written rules to protect both the customer and the water utility that call for “One-meter per residence or commercial connection”.

**Call Before You Dig**

Before you begin any digging or excavation around your residence, please call Ramey Water Supply (RWS). We will be happy to come to your residence or business to locate RWS water line. If an individual or company digs without getting a water line location from RWS, they are liable for any damage caused to the property or equipment located in the area. Please try to call RWS office at least two (2) days before you plan to dig. Our office number is 903.569-6502, or come by our office located at 3400, County Road 2330, Mineola, Texas. We appreciate you help and look forward to working with our members.

**Standard Residential Service Rates:**

**Monthly Minimum:**

* ¾” x 5/8” $ 34.00 *(no water use)*
* 1” $ 85.00 *(no water use)*
* 2” $272.00 *(no water use)*

**Texas Water Assessment Fee:** (0.5% of total bill)

**Water cost is based on $ per (/1,000 gallons) of water used.**

* 0 - 10,000 gal. $4.00/*1,000 gallons*
* 10,001 - 25,000 gal. $4.50/*1,000 gallons*
* 25,001 – 50,000 gal. $5.00/*1,000 gallons*
* 50,001 – plus $5.50/*1,000 gallons*

**Billing Information:**

Upon receipt of you monthly water, please read the amounts of gallons and payment due information provided. Also look on the back of the bill for any additional information that may be printed there. Should you have any questions regard the current bill please feel free to call RWS office, during regular business hours *(7:30AM – Noon and 1:PM – 4:30PM)* for assistance in answering your questions.

All water bills will be mailed out on the 28th day of the current month and due in the RWS office on or before the 20th day of the following month. If the bill is not paid before the disconnect date, as indicated on the water bill, your meter will be locked. The 2nd notice (final bill) is mailed on the day after the bill is due. Look at your bill carefully to see when the past due bill is due and the date it will be locked (date is variable). The 2nd notice (final bill) will show an additional $10.00 late charge.

Please remember that bills are always due on or before the 20th. We cannot be responsible for bill or payments lost in the mail. There are some areas in which payments take longer than others to get to our office. Please allow 8-10 working days for your payment to get to us, and more if payments are due around holidays. If you get a second notice, please call the office to ensure that we have received your payment.

**Methods of Payments**

Cash (office only), Check, Bank Drafts, Money Order, Debit card, Credit card or Online Payments.

**NOTE:** Credit card information is not stored by RWS.

**Locked Meter Restoration of Service**

If you meter service has been locked for non-payment you can come by the RWS office during regular business hours and pay the balance in full, plus a $50.00 service call fee to unlock the meter. Payment can also be made On-Line by using appropriate payment methods list above. Arrangements can be made to unlock your service on holidays or after hours (additional after hour fees apply $25.00) by calling the RWS Field Operator on call. The RWS Field Operator on call will not accept payment in any form from the customer.

**New Service: New Rates Effective 1/1/2020**

* Membership Fee $ 100.00
* Installation Fee $ 500.00
* Water Development Fee $1,400.00
* Customer Service Fee $ 50.00

Total $2,050.00

**Please Note;**

Road bore (if needed) are added to the Installation fee.

* County Road Bore Fee $1,200.00 (minimum, based on size, & length)
* TxDOT Road Bore Fee $1,550.00 (minimum, based on size & length)

**Relocation of Members Meter with the same Tap and Box:**

* Actual cost of material, labor and machinery used.
* New meter location shall utilize existing corporation stop valve (no public roadway crossing).
* If relocation involves crossing a public road, established road bore cost will be added.

**Other Fees:**

Customer History Report Fee (Meter Data Log) $ 50.00

Customer Service Inspection (CSI) Follow up Fee $ 50.00

Notary Public Fee $ 5.00

Damage of RWS Equipment (Actual cost of repairs)

Non-Standard Service Engineering Fee $1,500.00\*\*

Meter Tampering (meter, meter box, cutoff ) $ 200.00

Meter Test Fee (Certify Meter) $ 50.00

Service Call $ 35.00

Meter Unlock Fee $ 50.00

Meter Unlock Fee After Hours (added to unlock fee) $ 25.00

Insufficient Check Fee $ 30.00

Line Extensions as defined in RWS Non-Standard Service

(Trench, pipe, valves and number of taps) (Actual cost per extension)

**Note:** RWS field staff or private contractors under contract with RWS shall install main installations and line extensions.

**\*\*See 2018 RWS Tariff (section G & I).** The Corporation will refund any balance that remains after it has completed its service investigation, and has completed all legal and engineering services associated with process a request.

In the event the Investigation Fee is not sufficient to pay all expenses incurred by the Corporation, the Applicant agrees to pay all additional expenses that have been or will be incurred by the Corporation and Corporation will have no obligation to complete processing of the Applications until all remaining expenses have been paid.