



**Bryan County Rural Water Dist. #5**  
**22404 State Road 78S**  
**Durant, OK 74701**  
**580-924-8235**

Rural Water Customers:

July 17, 2017

Below is a partial list the policies and procedures set forth by the Board of Directors of Bryan County Rural Water District #5.

1. Monthly Bills are due on the 16<sup>th</sup> of every month; a late penalty of 10% will be applied on the 17<sup>th</sup>. If the bill is not paid in full by the last day of the month the water is subject to disconnection on the 1<sup>st</sup> day of the following month. If for some reason the customer is unable to pay the bill in its entirety by the last day of the month arrangements need to be made at the office prior to the 1<sup>st</sup> to avoid disconnection. If the customer is disconnected, the past due bill and a reconnection fee must be paid prior to water being turned back on. **BE ADVISED DISCONNECTION NOTICES WILL NOT BE MAILED.**
2. Customers renting property within the District of Rural Water #5 will be required to pay a deposit prior to water being turned on. Renter's Form and Application are also required. If a renter leaves an outstanding bill in excess of the deposit the homeowner will be responsible for the charges.
3. Due to Department of Environmental Quality regulations and Rural Water Dist. #5 Rules and Regulations a water meter can supply only one residential structure or one business.
4. Meter tampering (i.e. removing locks, removing meter, or by-passing meter) can result in forfeiture of membership with Rural Water and/or criminal charges.
5. With an application for a new water meter the customer is required to present a Perk test and proof of property ownership prior to the installation of the meter. Within 30 days after the installation of the water meter a final inspection of the sewer system from DEQ is required in the office.
6. If water is made available to the customer a minimum charge will be assessed.
7. If a customer discovers a leak within the District (not on the customer's side) and reports it to the office a \$25.00 reward will be given to the customer upon confirmation of the leak.
8. Payments can be made at the office, on the phone via debit/credit card, and at any First United Bank location. However, if the customer's water is in jeopardy of disconnection it is strongly advised paying at the office to ensure prompt processing. As many of our customers are not aware the payments paid at the various Bank locations can take up to a week for processing.
9. Rural Water District #5 hold monthly Board meetings at the office, 22404 State Road 78S, Durant, OK 74701, the 1<sup>st</sup> Tuesday of the month at 6:00 pm. All members are welcome to attend. If a member would like to present an item to the Board of Directors an agenda request is required 7 days prior to the meeting.
10. Rural Water District Hours of operation are M-F 8:00am - 4:30pm. Phone 580-924-8235 Fax 580-931-0501.
11. Complete Rules and Regulations & By-laws are available in the office.