

IMPORTANT

Please call us up to two weeks prior to closing (selling) your property. We have to read the water meter and send you a final bill. The final bill has to be paid, before we can transfer the account to the buyers names.

We will also email the transfer forms to both you, the seller, and the buyer. These forms have to be filled out by the buyer, signed and returned to us. If we do not receive the forms, the account will remain in your name until they are received. Until we receive them, we have know idea if closing happened.

A friendly reminder – If your house is hooked to Pottawatomie County Sewer District, you and the buyers will also need to call the sewer district. We are not affiliated with the sewer district.

**THE CONSUMER CONFIDENCE REPORTS WILL BE
UPLOADED TO OUR WEBSITE WHEN WE RECEIVE THEM
<https://rwd1ptks.myruralwater.com>**

As you are aware, we have installed radio-read meters to all residences and businesses. We need your updated phone numbers and we are requiring an email address for each account. If you do not have an email address, please give us an email address of a relative we can contact in case of projects/issues that would affect your area. We need this information for emergencies.

We would also appreciate it if you would sign up for paperless statements. We are having some difficulties with mail not being delivered in a timely manner or not delivered at all.

Please visit our website at <https://rwd1ptks.myruralwater.com/> to read about Invoice Clouds service fees. Or register your account at <https://www.invoicecloud.com/>.

To register your account, you will need to use your account number and last name (if your account number is less than four digits, you will need to add zero's to make it a four-digit acct number—i.e. account 1 would be 0001—beginning with 0 not ending with 0's).

The fee schedule, at this time is:

AUTO-PAYMENTS ARE ALWAYS THE 15TH OF EACH MONTH

EFT/ACH (checking) the 15th of each month .75 cents

Debit/Credit Card the 15th of each month \$3.50

EFT/ACH (Checking) any other time \$1.95

More customers means more phone calls. We are asking customers to please consider emailing questions and concerns to office.manager@ruralwaterdistrict1ptks.com or leave a voicemail on the office phone. If we have a working email address, we typically will respond through email (for a paper trail of the conversation).

We check our email throughout the day weekdays and off and on throughout the weekends and holidays. Once we receive the email during normal working hours, we will research your account before responding. A response will be made during normal business hours (we do not have access to accounts while out of the office). This also gives all of us a paper trail of the conversation to be able to look back on.

If you have a leak, most definitely call. We do not fix any leak after the meter pit. Anything after the meter pit is the responsibility of the landowner. There are several excavation companies in Pottawatomie County— please don't ask for a recommendation from us. We will give you two or three company names but we will not make comments about the service they provide.