

WELCOME AND INFORMATION SHEET  
FOR  
NEW APPLICANTS/CUSTOMERS OF  
MACBEE SPECIAL UTILITY DISTRICT  
402 E SOUTH COMMERCE STREET  
PO BOX 780 (mailing address)  
WILLS POINT TX 75169-0780  
903-873-2109 FAX 903-873-2748

Office personnel: Vonda Farthing ext. 101 (vfarthing@macbeewater.com)  
RaDonna Davis ext. 102 (rdavis@macbeewater.com)

Welcome to our system. The information on this sheet will be helpful to you in the future.

**OFFICE HOURS:**

Monday through Friday, 8:00 AM to 5:00 PM. Open during lunch

Drive-thru is available during office hours, and night drop is available for after-hours, weekends, and holidays.

- The office still accepts **cash payments** (No Fee) but does not give change back for cash payments. Customers may pay exact change, round up or down. Any overage will apply to the next billing.
- The office accepts **checks and money orders**. (No Fee)
- The office accepts **bank cards and credit cards with convenience fees added to payments**.
- Phone payment can be made at 321-233-3369. (card payments will have a convenience fee)
- On-line payments can be made at [www.macbeewater.com](http://www.macbeewater.com) (card payments will have a convenience fee)
- No fee for **Bank Draft payments**; forms are available on-line or in the office.

For **bank/credit card payments** of \$85.00 or less, a \$2.50 fee will be charged by BCA.

For **bank/credit card payments** of \$85.01 or more, a 2.95% fee will be charged by BCA.

For **E-checks payments**, a \$1.45 fee will be charged by BCA

You will see (2) entries on your financial institution statement when paying with bank/credit card or e-check (ACH).

The first charge will be the water payment from MacBee and the second charge will be the convenience fee charge from BCA (the processing company)

Closed on Holidays and Weekends (Check w/office for a complete list of holiday closings)

Please call 903-873-2109 after hours for emergency calls (water outage, criminal mischief of water facilities, etc). We have calls forwarded to an answering service for emergencies.

Bills are mailed on or about the 25<sup>th</sup> of each month and are DUE UPON RECEIPT. Payments are considered late if received after the 15<sup>th</sup> of the following month. There is a \$25.00 penalty assessed on payments received after the 15<sup>th</sup> of each month.

Base Rate or Service Availability Charge for water:

Standard 5/8 x 3/4" meter \$50.00

1" meter \$125.00 (2.50 x meter equivalent)

1 1/2" meter \$250.00

2" meter \$400.00

Base Rate will be based on flow demand on any larger sized meters.

Rate for water usage 100 gallons to 4,000 gallons - \$8.50/thousand

Rate for water usage 4,100 gallons to 8,000 gallons - \$9.50/thousand

Rate for water usage 8,100 gallons to 20,000 gallons - \$10.50/thousand

20,100 gallons and over - \$11.50/thousand

State User Fee 0.5% of charges

Other fees:

Returned check charge - \$50.00

Reconnect fee - \$100.00

Disconnect for non-payment - \$150.00

Service calls for customer problems during office hours - \$75.00

Service calls after hours & weekends - \$150.00

Charge for New Service (\$4,380.00)

\$ 250.00 Deposit  
\$ 4,000.00 Meter tap & installation  
\$ 100.00 Customer Service Inspection Fee  
\$ 30.00 Easement Filing Fee

If the main water line is across a county road or if an extension of the water line is needed to supply water service, the additional charge is determined at the Indication of Interest.

Road bore across a State Highway or FM Road @ Contractor's cost

Copies of MacBee SUD's approved Service Policies and other District documents are available for inspection or copying at our office during normal business hours. (\$1.00/copy)

Please report all leaks, vandalism, or suspicious actions to our office.  
Thank you for allowing us to serve you.