

THINGS YOU SHOULD KNOW ABOUT YOUR WATER SERVICE

Welcome to Wagoner County Rural Water District #7 (RWD#7). The information listed below is intended to address only the most frequently asked questions regarding your water service. The operation of a rural water district may be different from what you are accustomed to so it is important you fully understand your rights and responsibilities. You may obtain a complete copy of Rural Water District #7 Rules & Regulations and Bylaws on our website: www.rwd7.ruralwaterusa.com, or by contacting our offices at (918) 683-4737.

What is a Benefit Unit?

A Benefit Unit is a right extended by the water district entitling the holder (customer) to one water service connection and meter. Customer is not permitted to “share” water with any other person or entity. Each residential dwelling (house, mobile home, etc.), must have its own meter.

Please note: The customer is responsible for any and all maintenance/repairs from the meter to their property. The water district is responsible for maintenance/repairs up to and including the meter, unless repair is due to damage caused by customer. **Prior to digging, customers should call for line locate at 1-800-522-OKIE (6543) or 811.**

Who is responsible for the bill?

All charges associated with a property stay with the property. **As the property owner, you will be responsible for any unpaid balance left by a renter or previous owner.** The water district will not assist you with any collection efforts in this regard.

When is the bill due?

Bills are prepared and mailed/emailed (based on your preference) the 30th through the 5th of each month and are due by the 16th to avoid late fees. Any amounts due must be paid in full by the 1st of the month to avoid service interruption*. Seriously delinquent accounts can potentially lose their Benefit Unit. All bills, correspondence, etc. are sent to the mailing/email address we have on file so please make sure to keep your contact information current.

*Please contact our office should you require additional time to pay your bill. A deferred payment agreement may be an option.

Payments can be made by mail, in person, by phone, or online at: www.rwd7.ruralwaterusa.com. **PLANT PERSONNEL WILL NOT ACCEPT PAYMENTS IN THE FIELD.**

Who is responsible for reading the meter?

The customer is responsible for reading their meter and submitting the reading to the office by the 21st of each month to avoid a meter reading fee of \$25.00.* Your meter must be easily accessible to RWD#7 personnel. If you have questions regarding how to locate/read your meter, please call our offices at (918) 683-4737.

Readings must be submitted on the payment card provided with their bill or online at: www.rwd7.ruralwaterusa.com.

What if I have an emergency?

Contact the office immediately at (918) 683-4737. Office hours are Monday-Friday, 9:30 – 11:30. After hours emergencies call (918) 682-3983. Issues regarding shut-offs due to non-payment must be handled during regular business hours.

When are the Board Meetings?

As a holder of a Benefit Unit, you are entitled to one vote at the District Annual Meeting (February of each year). Regular Board Meetings are held at 7:00 p.m. on the second Thursday of each month at our office. Your attendance is encouraged and always welcomed. Agenda Items are requested by the last day of the month. Call our offices at (918) 683-4737 or use the convenient Contact Us form online at www.rwd7.ruralwaterusa.com.

FOR MORE FAQ, CONSERVATIONS TIPS, UPDATES, AND MORE, VISIT US AT: WWW.RWD7.RURALWATERUSA.COM