



**MAHASKA RURAL WATER SYSTEM, INC.**

P.O. Box 210 • 401 B Ave. West

Oskaloosa, IA 52577

641-673-8851 • FAX# 641-673-8568

[www.mahaskaruralwater.com](http://www.mahaskaruralwater.com)



**New Sharon Water Customers:**

On January 1, 2018, Mahaska Rural Water System, Inc. (MRWS) took over operations of the New Sharon Water System. MRWS will operate the New Sharon Water System in the same manner as before. MRWS will not be using our water for the City of New Sharon; we can use our water for emergency use or if needed but not continually. Beginning this spring, MRWS will be doing construction on the existing water treatment plant, new raw water main from river to water plant and replacement water mains in the city.

**Monthly Statements and Rates**

MRWS will be sending your next water bill at the end of this month (January). MRWS will be doing monthly billing from now on. On your first bill from MRWS, some customers will be billed for one month usage and some for 2 months usage. As previously stated to the New Sharon city council and at the public meetings before franchise election, the new rate for minimum water will increase \$6.00 per month. This will pay for the needed improvements to the New Sharon treatment plant. The water rates for use above minimum will remain the same, \$4.00/1000 gallons. The bill from MRWS will include the sewer portion. New Sharon will continue to own and operate the sewer system and MRWS will just collect the monies. MRWS will continue billing as New Sharon did, with usage measured in cubic feet. In time, MRWS will switch to gallons.

Water Rates Monthly: \$24.00 min. 0 – 2000 gallons or 260 cubic feet (1 cubic foot=7.48gallons)  
\$4.00/1000 or 130 cubic feet above minimum.

Sewer Rates Monthly: \$22.50 min. 0 – 10,000 gallons or 1450 cubic feet  
\$2.80/1000 or 130 cubic feet above minimum

You should get your monthly statement around the 1<sup>st</sup> of the month. Payment is due by the 15<sup>th</sup> of each month and after that a penalty will apply. MRWS will take ownership of each curb stop shutoff valve and the meter. MRWS will abide by New Sharon's water and sewer policies.

**Payment Options with MRWS**

**Option 1-**Mahaska Rural Water offers ACH, which stands for Automated Clearing House, sometimes called EFT, Electronic Funds Transfer; either term refers to direct deposits and automatic payments debited from checking and savings accounts.

Some of the benefits with ACH are that you will never miss a payment or pay late fees and there are no extra charges when using ACH to pay your monthly water bill. You will still receive a MRWS bill at the first of the each month, stating how many gallons were used and how much will be withdrawn from your checking or savings account on the 10<sup>th</sup> of each month. To sign up for ACH simply find our form on the MRWS website; print, sign, attach a voided check and mail or drop off the form to the MRWS office.

**Option 2-**Payments can be made with a credit/debit card in the office or over the phone. A convenience charge of \$2.00 will be charged for payments made over the phone.

**Option 3-** Mahaska Rural Water also accepts payments online via Paymentus Corporation. From the MRWS website, simply click the red button to the right or at the bottom of the bill payment page. All you need is your account number (without dashes) from your paper bill. Payments made prior to midnight will be posted to your account on the next business day. For each payment, you will receive a confirmation number for your receipt. A fee of \$2.50 will be added to each transaction!

**Option 4-** Payments can be made with a check or money order. If you prefer to mail your payment, detach the payment stub from your billing statement and send it with your payment using the return envelope provided with your statement. Please allow 3-5 business days for mail to arrive in office. Check and money order payments can also be dropped in our drive-thru drop box at 401 B Ave W, Oskaloosa. It is important to include the bottom portion of your bill, especially when you have more than one account with MRWS.

**Option 5-** Cash payments can be made during office hours which are 8 am-12 and 1-4:30pm, Monday through Friday!

Please note: MONIES WILL **NOT** BE COLLECTED BY CITY HALL ON MRWS FEBRUARY WATER AND SEWER BILLS. The drop off box at the New Sharon city hall will not be in use for water and sewer payments.

### Helpful Hints

Find all this information and forms at our website [www.mahaskaruralwater.com](http://www.mahaskaruralwater.com)! Also, sign up to receive news and alerts via email or text. Keep informed of any possible water outages in your area! To subscribe simply click the box marked, *Sign Up For Alerts*, on the right side of the home page. Also, find the yearly water quality report and other interesting information about our Water System. Check out our website, [www.mahaskaruralwater.com](http://www.mahaskaruralwater.com) today!

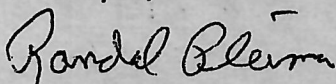
Get your latest monthly MRWS statement sent directly to your email! It's convenient, eco-friendly and FREE! To sign up, simply find the form, Email My Statement, under All Forms and Reports on the MRWS website; print, fill out, sign and mail or drop off the form to the MRWS office.

If your account is tax exempt, please call the office so we can make the appropriate changes to your account.

Effective immediately, any water related issues or questions you will need to contact our office by calling 641-673-8851. For AFTER HOUR WATER EMERGENCIES, call the office and wait for the answering machine. To check for water outages or to find after hour phone numbers, dial 2. If you need to leave a message, dial 0.

We are happy to welcome you as a new member of Mahaska Rural Water System, Inc. MRWS will be working with the city of New Sharon and you, our new customer, to try to make this work as smoothly as possible. We understand that there can be questions or concerns and to please call our office at 641-673-8851.

Thank you,



Randal Pleima  
General Manager