

PUBLIC WATER SUPPLY DISTRICT #2
1944 Vieth Drive, PO Box 104238
Jefferson City, MO 65110
www.pwsd2cole.com

Office Hours 8AM – 4:30PM
Monday through Friday
Phone – (573) 635-7011
Fax – (573)635-5332

RULES AND REGULATIONS

All water meters require a security deposit plus a \$10.00 connection fee which is non-refundable. There are no exceptions. The deposit is payable in advance of service. The remainder of the deposit is held by the District until the service is discontinued, then applied toward the final bill. It may not be used to pay a regular monthly bill. **All meters are read around the 20th of each month, bills are mailed at the end of the current month and due by the 15th of the next month. If a bill goes unpaid by 4:30 PM on the 15th a 5% late charge is added to the bill. A notice of discontinuation will be mailed showing the amount past due. The following month if the amount past due is still unpaid it becomes a previous balance on the new bill. If the previous balance is left unpaid by the 15th of the second month, the service is discontinued and locked. A \$25.00 reconnection fee plus all charges must be paid by 4 PM to have service reinstated the same day as disconnection.** **NO SERVICE WILL BE REINSTATED AFTER 4 PM ON THE DAY OF DISCONNECTION.**

If a lock on a meter has been tampered with or broken, an additional \$20.00 charge will be added.

IMPORTANT INFORMATION WHEN OPENING A NEW ACCOUNT

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, physical address, date of birth, and other information that will allow us to identify you. We will also ask to copy your driver's license or other picture I.D.

ANY QUESTIONS CALL OUR OFFICE MONDAY-FRIDAY, 8:00 AM-4:30 PM. YOU CAN ALSO VISIT OUR WEBSITE, www.pwsd2cole.com, TO SIGN UP FOR TEXT ALERTS AND/OR NOTIFICATIONS IN CASE OF AN EMERGENCY WATER OUTAGE.

WATER DISTRICT PAYMENT PLANS

1. PAYMENTS IN OFFICE – CASH, CHECK, MONEY ORDER, CARD
2. PAYMENTS IN DROP BOX
3. MAIL PAYMENTS IN : PWS #2 - PO BOX 104238 – JEFFERSON CITY, MO 65110
4. BANK DRAFTS – DEDUCTED ON THE 10TH OF THE MONTH FROM YOUR CHECKING ACCOUNT (no extra charges)
5. BILL PAY THROUGH YOUR BANK
6. PAYMENTS OVER THE PHONE: 573-635-7011 (no extra charges)
7. PAY ON WEBSITE: WWW.PWSD2COLE.COM (is a \$2.50 convenience fee)