**JOHNSTON COUNTY RURAL WATER DISTRICT #3**

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**Board Approved**

**June 9, 2025**

**Effective – August 1, 2025**

**Policy on Discontinued/Expired Water Service (Benefit Unit)**

Customers that sell their property or no longer want water service will be required to sign a Discontinuance of Service Form and pay any outstanding balance. The water meter will then be pulled and the service discontinued.

New property owners wanting to re-establish water service will need to fill out required documents and pay the $750.00 or current fee to have service reconnected.

Customers who have an account that has been turned off for non-payment, service is automatically forfeited. Customers will be given until the next billing cycle to pay their account in full. If the account has not been paid by that time the meter will be pulled and the service discontinued.

Customers who later want to re-establish service will need to fill out required documents, pay the adjusted balance, including late charges, at the time service was discontinued, and pay the $750.00 or current fee to have service reconnected.

Property owners will be notified of any rentals that become delinquent and discontinued due to non-payment.

**Late charges are increasing from 5% to 10%**