

# CULKIN WATER DISTRICT

2970 HWY 61 N  
Vicksburg, MS 39183  
Phone (601) 636-9124  
Fax (601) 636-9153

## General Manager

John C. Gunn

## Board of Directors

Fred D. Davis, President  
Thomas Daniel Smith III, Vice President  
Chauncey Robbins, Secretary/Treasurer  
Barry Robertson, Member  
Charles Mendrop, Member

## **CULKIN WATER DISTRICT WOULD LIKE TO WELCOME YOU AS A NEW CUSTOMER**

We are open Monday through Friday 8:00am to 12:00pm and 1:00pm to 5:00pm. We are closed Saturday and Sunday and we observe all state recognized holidays. Customer service representatives are available by telephone 601-636-9124 or E-mail [info@culkinwater.com](mailto:info@culkinwater.com), to answer any questions you may have concerning service, billing inquires or other issues. After you have otherwise exhausted your options to resolve any issues and have need for additional discussion, you may schedule an appointment for an office visit during regular office hours.

For new service activation an appointment with someone 18 years or older is required.

We do have emergency after hours staffing. In the event of an emergency please call 601-636-9124 and the paging system will alert the employee that is on call.

We use a voice automated alert system for Boil Water Notices and other alerts. Alerts will come from Sugarland, TX number. Ensure your contact information remains up to date so you receive all relevant alerts.

Your water bill is mailed by the 1<sup>st</sup> of each month and due by the 15<sup>th</sup> of the same month. If paid after 5pm on the 15<sup>th</sup> an 18% late charge will be added to your bill. In the event you do not receive your bill that does not relieve your obligation to render payment by the 15<sup>th</sup> of each month.

Cut-Off is the 25<sup>th</sup> of each month, if past due water charges are not paid in full, your service is susceptible to disconnection. If your bill has not been paid in full prior to 5pm you must pay your entire outstanding balance plus a \$100.00 Penalty Fee before your water service will be restored.

In the event you terminate service with Culkin Water District, your final bill will be deducted from your Meter Deposit and a refund check will be issued after the next scheduled meeting of Board of Directors.

Water leaks on your (the customer) side of the meter cost you money. Amounts shown on a water bill reflect usage that has gone through the meter. No adjustments are made for leaks on the customer's side of the meter.

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TO: Customers of Culkin Water District  
FROM: Board of Directors  
DATE: August 8, 2016

Culkin Water District has recently installed a completely new automated meter reading infrastructure. With this new infrastructure, we have greatly increased the efficiency of the meter monitoring and reading process.

It is important that all customers be aware that tampering with the new meter can cause multiple problems within the new system. Damage to the meters can be caused unintentionally, so it is important that all customers be aware you should not attempt to do anything with your meter. Also, please be very careful when cutting grass or working around the meter box. If anything goes wrong with a meter or if it shows abnormal water usage, etc. this will be shown at the District office and you will be contacted.

Due to the expense of replacing or repairing these new meters, the Board of Directors has adopted a repair or replacement fee of up to \$500.00 depending on the expense of repair or replacement. Each damage incident will be investigated individually. The above-mentioned fee shall be paid in the time allotted on the invoice presented. Failure to pay the damage fee will result in interruption of your water service and the standard reconnection fee will be added to the assessed damage fee. If you feel there is a problem with your meter, please call the District and do not do anything to your meter such as attempting a self-help remedy or solution.

The Board of Directors feels that this new system will be of benefit to everyone and requests your cooperation and understanding. If you have any questions regarding this new automated system, feel free to call the District office at 601-636-9124.

# Culkin Water District

## Water rates effective April 2024

**Residential**  
**Amount**

	<b>Cost</b>
0 – 3000 gallons	\$36.90
3000 – 1,000,000	plus \$6.50 / Thousand
1,000,001 – plus	plus \$4.00 / Thousand

**Non-Residential**  
**Amount**

	<b>Cost</b>
0 – 3000 gallons	\$60.00
3000 – 1,000,000	plus \$6.90 / Thousand
1,000,001 – plus	plus \$4.25 / Thousand

**Fees for services:**

Privilege Fee:	\$ 300.00	
Meter deposit: (rental prop.)	\$ 250.00	Non-transferable
Meter Deposit: (prop. Owners)	\$ 150.00 **	Non-transferable
Connection Fee: (non-refundable)	\$ 75.00	
Service Charge:	\$ 75.00	
Returned Check Fee:	\$ 60.00	
Illegal Connection Fee:	\$ 200.00	

**Tap Fees:**

Commercial Tap Fee: (1")	\$1,500.00 *
Non- Commercial Tap Fee: (¾")	\$ 750.00
Non-Commercial Tap Fee: (1")	\$ 975.00

- Returned checks must be picked up by cash or money order payment only.
- Water bills are due by the 15<sup>th</sup> of every month.
- Cut-off day is the 25<sup>th</sup> of each month. Bills must be paid in full on that day.
- Two-month bills unpaid, service will be disconnected.
- To restore service bill must be paid in full, plus \$100.00 penalty fee.

\*\*\* Other sizes figured as job requirements specify.

\*\* Proof of ownership required.

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## PAYMENT OPTIONS

- Mail-in and drop payments can be made by check or money order. Payments should be sent in with your monthly statement stub or reference your account number. Our drop box is located in our drive-through and in our vestibule.
- Cash payments left in the drop box must be exact cash –no change given, in an envelope, and include your statement stub or reference your account number. If you choose to pay over the remaining will go towards your next bill.
- Drive-through payments can include Visa or Mastercard, cash, check or money order. Change is given in the drive-through.
- Kiosk Payments: Our Kiosk is located in our Vestibule and payments accepted are as follows: Cash (\$1, \$5, \$10, \$20, \$50 & \$100 bills), Credit Cards – variable convenience fee will be added (Visa, Mastercard, Discover and American Express), e-Checks – variable convenience fee will be added.
- You can make a payment by phone using a MasterCard or Visa card. Please contact our office during regular business hours, with card information in hand, and we can assist you with bill pay by phone.
- You can also pay your bill online by visiting our website at [www.culkinwater.com](http://www.culkinwater.com) and click on the Pay Bill Online icon to the right-hand side of your page. You will need your water account number to successfully access your online bill.
- We also offer the option of Automatic Bank Draft. There is a form to fill out and you will need a voided check or letter from your bank with your banking information. This gives us authorization to draft your account on the 15<sup>th</sup> of each month and prevents our customers from receiving penalties.

# **DRAFT AUTHORIZATION FOR CULKIN WATER DISTRICT**

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**BEGINNING MONTH OF DRAFT**

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**DEPOSITER'S NAME AND SERVICE ADDRESS**

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**DEPOSITER'S PHONE NUMBER AND EMAIL**

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**DEPOSITER'S WATER ACCOUNT NUMBER**

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**DEPOSITER'S BANK ACCOUNT NUMBER**

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**DEPOSITER'S NAME OF BANK**

**\*ALSO PROVIDE A VOIDED CHECK OR A LETTER FROM THE BANK WITH THE ACCOUNT NUMBER AND ROUTING NUMBER**

**I HEREBY AUTHORIZE CULKIN WATER DISTRICT TO BE PAID BY MY BANK**

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**(SIGNATURE AND DATE)**

***BANK DRAFTS ARE TAKEN OUT OF THE 15<sup>TH</sup> OF EACH MONTH IF THE 15<sup>TH</sup> FALLS ON A WEEKEND OR HOLIDAY IT IS TAKEN BEFORE.***

***ANY CHANGES WILL NEED TO BE DONE THE 1<sup>ST</sup> WEEK OF THE MONTH TO ENSURE THE BANK DRAFT WILL GO THROUGH THE CORRECT BANK ACCOUNT***



**CULKIN WATER DISTRICT  
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**APPLICATION FOR WATER SERVICES**

CUSTOMER NAME: \_\_\_\_\_ S.S. \_\_\_\_\_

HOME PHONE: \_\_\_\_/\_\_\_\_/\_\_\_\_ CELL: \_\_\_\_/\_\_\_\_/\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_ emailed receipts? Y\_\_\_\_N\_\_\_\_

SPOUSE/ROOMMATE: \_\_\_\_\_ S.S. \_\_\_\_\_ CELL: \_\_\_\_/\_\_\_\_/\_\_\_\_

SPOUSE/ROOMMATE E-MAIL ADDRESS \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

RENT \_\_\_\_ OWN \_\_\_\_ IF RENTER, LANDLORD'S NAME \_\_\_\_\_

HAVE YOU EVER HAD SERVICE WITH CULKIN WATER DISTRICT: Y\_\_\_\_N\_\_\_\_

IF SO, UNDER WHAT NAME & ADDRESS? \_\_\_\_\_

METHOD OF BILL PAYMENT: MAIL IN \_\_\_\_ DROP OFF \_\_\_\_ CALL IN \_\_\_\_ **\*BANK DRAFT** \_\_\_\_ ONLINE \_\_\_\_

**\* FILL OUT AND RETURN DRAFT AUTHORIZATION FORM\***

*\* Please note if you pay your bill online Culkin Water District does not own the website and it takes 24 to 72 hours to receive online payments.*

**ALL INFORMATION IS REQUIRED FOR SERVICE AND FALSIFICATION OF ANY INFORMATION ON THIS APPLICATION MAY RESULT IN IMMEDIATE TERMINATION OF SERVICE. PLEASE SIGN AS UNDERSTANDING TERMS AND CONDITIONS OF CULKIN WATER DISTRICT.**

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**FOR INTERNAL USE ONLY**

PREVIOUS ACCOUNT #		ACCOUNT #		PREVIOUS BALANCE	\$
PREVIOUS CUST NAME		RECEIPT #		PRIVILEGE FEE	\$
METER #		PAYMENT TYPE		METER DEPOSIT	\$
READ		CASHIER		CONNECTION FEE	\$
LATITUDE LONGITUDE		IRIS		TAPPING FEE	\$
MAILING BAR ZIP CODE		BEGIN BILL CYCLE		<b>TOTAL DUE TODAY</b>	\$