

Commitment

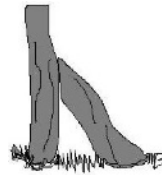
The District is here to serve you the patron. If you have any questions or concerns, please call the District office during regular office hours for non-emergency at 785.472.4486 or email staff at postrock@postrockrwd.com.

Office Hours:

Monday – Friday
8:00 am – 5:00 pm
Closed from 12-1 for lunch



Please call us if you see a leak or have a change in pressure: 785.472.4486.



Post Rock RWD

103 N Douglas
Ellsworth KS 67439
Phone: 785.472.4486
www.postrockrwd.com

Rural Water District
No. 1, Ellsworth County,
Kansas

Meter
Reading and
Emergency
Instructions

Tel: 785.472.4486

Self-Billing System

With 1500 customers scattered over eight counties it is cost beneficial for the patron to read their own meter. The District asks each patron to read their own meter and compute the bill from the enclosed chart or the chart found on the District website. Only read the numbers in white and please round the reading to the nearest thousand gallons then subtract the prior month's reading to determine the gallons used. The District does have a minimum charge with no water included of \$34.50 per month.



Payment

Billing cards are mailed the last day of each month. After reading your meter and figuring your bill, payment is due the first of each month and considered delinquent after the 16th of each month. On the 17th the District will assess a 5% late fee to all delinquent accounts.

Protecting the Meter

During the cold winter months, it is possible that the meter can freeze. It is the responsibility of the patron to protect the meter with some kind of insulation. The District recommends using foam insulation disc's that are available at the district office. Two of these discs will protect your meter and keep it from freezing-up in the cold months of winter.

Emergencies

We make every effort to provide service continuity. Nevertheless, with so many miles of pipeline, some outages are unavoidable. Should you see a problem with the pipeline or changes in your service pressure, we appreciate you reporting the location of the problem to us as soon as possible.

If you experience high pressure or any change please let us know immediately. The District strives to better serve its patrons with 24 hour service. Please call the District office at 785.472.4486 and listen to the options, select option 9 to be connected to the after-hours emergency dispatcher



Please call us if you see this.