

## Notice to Mustang SUD Customers

Beginning December 1, 2016, a revised rate schedule will go into effect for Mustang customers.

Mustang is proud to serve the residents within our service area with the highest quality and most dependable water wastewater service 24 hours per day 365 days per year. Through continued maintenance and improvements in our capital infrastructure, we strive to achieve these continued high levels of service into the future. Our Board of Directors and Staff are diligent in our search to achieve greater efficiency, and deploy the best technology in order to control costs. We have been able to minimize the need for past increases, even while our own wholesale supplier of water and wastewater treatment services, the Upper Trinity Regional Water District, has annually raised rates from 3-5% for all services. We were able to keep the water rates the same but unfortunately had to slightly raise the sewer rates. In order to continue our record of sound financial management, the Mustang Board has authorized the following service rate revisions:

### Water Rates: NO CHANGE

#### Wastewater Rates:

##### Current:

Standard & ¾" meter	<8,000 gal	46.80
	>8,000 gal	52.20
1" - 2" meter	Base charge	17.10
	Usage per 1000 gal	3.30
3" - 4"	Base charge	33.00
	Usage per 1000 gal	5.30
6" - 8"	Base charge	33.00
	Usage per 1000 gal	5.30

##### New:

Standard & ¾" meter	<8,000 gal	49.15
	>8,000 gal	54.80
1" - 2" meter	Base charge	17.95
	Usage per 1000 gal	3.45
3" - 4"	Base charge	34.65
	Usage per 1000 gal	5.55
6" - 8"	Base charge	132.30
	Usage per 1000 gal	5.55

Please contact Mustang Offices at 940-440-9561 for questions or information.

**\*IF YOU ARE ON A SEPTIC SYSTEM, PLEASE DISREGARD THIS NOTICE.**



## **Important Customer Notice Regarding Online Bank Payments**

If you use online bill pay through your BANK, please read the following:

*In order to minimize the risk on late fees or service disconnection, all payments should be scheduled at least 7 (seven) business days prior to the billing due date.*

Every month, many online banking customer payments do not arrive in the mail to Mustang SUD until AFTER the due date, even though scheduled 3-7 days ahead. We routinely see a small number of bank checks arrive late that were scheduled 7-14 days prior to the due date. Mustang has no control over online bank scheduling, processing and mail delivery, and cannot be responsible for payments that arrive after the due date.

Bank payments are sent to us by regular mail, which does NOT provide the bank a delivery receipt. Therefore, your online bank notification of "**Delivered**" may not be the actual date Mustang received the mailed payment.

Mustang SUD posts all payments to the customer account on the day that it is received.

Once again, to minimize the risk of late fees and service disconnection, please schedule your online bank payment a minimum of 7 (seven) business days prior to the due date.

If you have any questions, or need additional information, please contact us at (940) 440-9561

AUTHORIZATION AGREEMENT FOR AUTOMATIC BANK DRAFT (ACH DEBITS)

Mustang Special Utility District is hereby authorized to draft my bank account **on the due date** of each month for my monthly water utility bill. I authorize my financial institution indicated below to debit such amounts from my bank account. I understand that my account will be paid by draft until such time as I provide written notification to Mustang Special Utility District to cancel this authorization.

**CHANGE EXISTING BANK INFORMATION**

Service Address \_\_\_\_\_

Customer Number \_\_\_\_\_

Name on Account \_\_\_\_\_

Phone Number \_\_\_\_\_

Name of Financial Institution \_\_\_\_\_

Address of Financial Institution \_\_\_\_\_

Checking      or       Savings

Account Number \_\_\_\_\_

Bank Routing Number (nine digits) \_\_\_\_\_

Signature \_\_\_\_\_

Please send a voided check with this form.

Please note that you will continue to receive a monthly statement. The statement will show your current bill with "AUTOPAY" printed under the amount due.

Sample check

