

New Customer Information

<http://townoftunica.com>

Town of Tunica-Town Hall
909 River Road (Physical)
P. O. Box 395 (Mailing)
Tunica, MS 38676
Info@townoftunica.com

(662) 363-2432 office
(662) 363-7597 fax

Hours of Operation
Monday-Friday
8:00-12:00 & 1:00-5:00

****For County Garbage Service
Road Department (662) 363-1294**

Phone numbers for other services:

Atmos Energy	(888) 286-6700
Entergy	(800) 368-3749
AT&T/Uverse	(800) 288-2020
Comcast	(800) 934-6489
Direct TV	(855) 229-4388

To Start New Service:

**These are required at the time of starting new service. Water will not be turned on until all requirements are met.

1. Valid Picture ID
2. Deposit: \$100.00 for rental customers
\$50.00 for home/property owners
3. Copy of a valid and current lease or purchase agreement.

**If a past due balance from a previous account is owed it must be paid in full before water will be turned on.

Water bills are mailed the last business day of each month. If you do not receive your bill, or it has been lost or misplaced, you need to call or come by Town Hall (662) 363-2432 to get the amount due. Payment is due by the 15th of each month and late charge is applied to amount due after the 15th. Accounts that are unpaid by the 20th can be disconnected without further notice. If your water has been disconnected due to non-payment, bill must be paid in full along with a \$50.00 reconnect fee. No partial payments after disconnection.

Utility Payment Methods:

We accept cash, check, money order, and most major credit or debit cards. Payment can be made during our office hours Monday-Friday from 8am-5pm (closed 12-1 for lunch), by mail, bank draft, online, or by phone. A 3% convenience fee is added for credit and debit card payments and is collected by the card processing company

**A secure drop box is located beside the front door for payments made after hours. The box is checked daily at 8 am and 1pm during the work week. Please be sure payment is secured in an envelope with proper account information.

****Mail Payments**-Enclose your bill stub and check or money order and mail to P. O. Box 395, Tunica, MS 38676. To ensure payment is correctly processed, please make checks payable to Town of Tunica and include your account number(s) on check or money order.

****Payment by Bank Draft**-Bank drafts are processed at the beginning of the month a few days after bills are mailed. They are usually processed between the 11th and 15th of each month. Customers are able to view their bill before it is drafted. To set up account to be paid by bank draft, a voided check that includes the bank's routing number, account number, and contact information is needed.

****Online Payment**-Go to <https://heartlandpaymentservices.net/PaymentPortal/townoftunicawater/Bills> to access your account. You will need your account number, a credit or debit card and an email address. Your receipt will be emailed to you. Your 9-digit account number is in the top right portion of your water bill beginning with 0. Ex: 01-1234567. Do not include the "-". A 3% convenience fee will be added and collected by the card processing company.

****Phone Payment**-Call toll free **(888) 365-6572**, 24 hours a day, 7 days a week to make a payment with a credit or debit card. You will need the 9 digit account number to make payment. A 3% convenience fee will be added and collected by the card processing company.

To Report a Water Leak:

To report a water leak or other water/sewer problems, call Town Hall during regular business hours. After hours, weekends, and/or holidays, call Tunica Police (662) 363-2400 and they will report the problem to the appropriate person.

**In the event a water leak is discovered that is the customer’s responsibility, that customer shall be given ten days to repair the leak. If the leak is not repaired, the Town of Tunica will have the right to turn service off/lock until leak is repaired and inspected by a Town of Tunica employee to verify repairs.

To Transfer Service:

**Please come to Town Hall to transfer water service a few days before your transfer date. You will be required to show your picture ID. Account information may need to be updated as well as a deposit if account was established before the year 2000.

1. Valid Picture ID
2. Copy of a valid and current copy of lease or homeowners document.
3. \$25.00 transfer fee

**If a deposit is recorded in customer account information it will transfer to new service location.

**If a deposit is required, it must be paid in full before service will be turned on.

To Terminate Service:

**A customer may request service to be terminated in Town Hall or by phone. A final reading will be obtained on the date requested or day of request for termination and a final bill will be calculated. Water meter will be turned and locked.

**A deposit will be refunded if account is paid in full. A valid picture ID is required if deposit is picked up in Town Hall.

**If no notification is received for termination of service, customer is responsible for any charges accrued for that account.

Disconnection due to non-payment or compliance:

Any outstanding balance not paid by the 20th of each month will be scheduled for cut off without further notice. Once a customer has been added to a cut-off list, and an employee has been dispatched to carry out the order, service to that customer SHALL BE terminated until account has been paid in full or brought up to the current status, including a \$50.00 reconnect fee. If customer is on the cut-off list, a \$50.00 reconnect fee is automatically included to past due balance whether or not the town employee has reached that service address.

**If you are having trouble paying your water bill or have a high bill due to a leak, please call Town Hall and we can work out an extension for payment. No more than 2 extensions per year will be granted. Extensions will NOT be granted on the day of cut-off.

**A \$50.00 reconnect fee is applied if service is cut off for returned check or customer is in not in compliance with requests made by the Town of Tunica.

Water Rates and Tap Fees:

Inside Corporate Limits of the Town

Residential	<u>Consumption</u>	<u>Water</u>	<u>Sewer</u>
	0-4,000 Gallons	\$12.00	\$12.00
	Over 4,000 gals	\$2.50 per 1000 gals	\$2.50 per 1000 gals

Pools/Sprinklers	0-2,000 Gallons	\$6.00	\$0
	Over 2,000 gals	\$2.50 per 1000 gals	\$0

Outside Corporate Limits of the Town

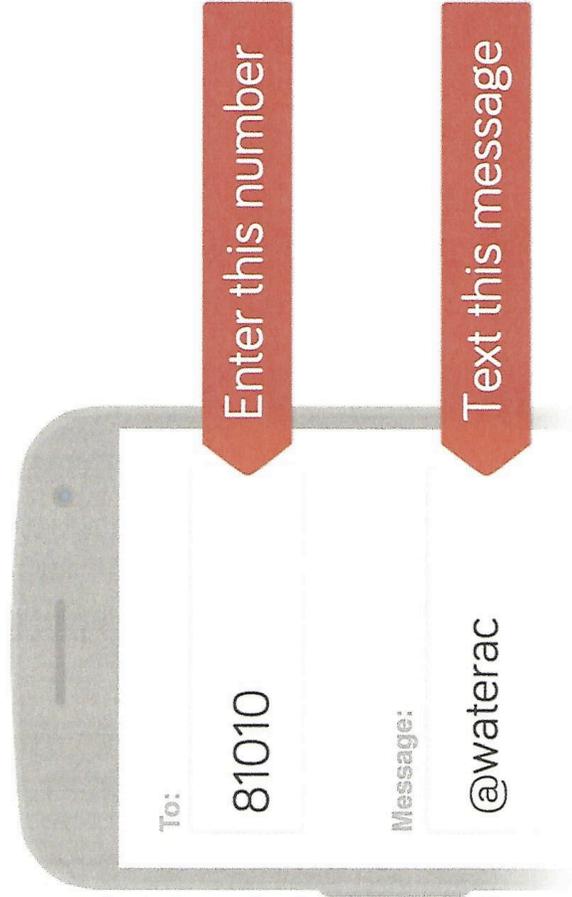
Residential	<u>Consumption</u>	<u>Water</u>	<u>Sewer</u>
	0-4,000 Gallons	\$16.50	\$16.50
	Over 4,000 gals	\$3.25 per 1000 gals	\$3.25 per 1000 gals

Pools/Sprinklers	0-2,000 Gallons	\$8.25	\$0
	Over 2,000 gals	\$3.25 per 1000 gals	\$0

Town of Tunica would like you to join Water Account!

To receive messages via text, text **@waterac** to **81010**. You can opt-out of messages at anytime by replying, 'unsubscribe @waterac'.

Trouble using 81010? Try texting **@waterac** to **(318) 402-4262** instead.



*Standard text message rates apply.

Garbage and Trash Pick Up:

****These rates and regulations apply to customers who live within the city limits.**

Garbage is defined as household items such as food waste, paper goods, etc. and must be placed inside a bag which is placed inside the garbage can for pick up. Items outside of garbage can will not be picked up.

Rubbish is defined as large household items such as mattresses, TV's, refrigerators, freezers, etc. and should be placed on the curb.

****A request must be made to Town Hall no later than 12:00 pm for next business day pick up.**

Items are not to be placed on curb more than 12 hours before pick up.

****If placing refrigerators or freezers on curb for pick up, all doors must be removed.**

****Rubbish must be placed away from utility poles and not under power lines. Items will not be picked up if placed in these areas.**

Trash is defined as limbs, leaves, and debris. These items need to be placed away from utility poles and not under power lines. Items will not be picked up if placed in these areas.

Garbage Rates:

****Garbage fees will begin in the month of July 2014 and will appear on the August 2014 bill.**

\$10.00 per household or business

\$5.00 for each additional can

****Only garbage that is inside of the garbage can will be picked up. Only Town of Tunica garbage cans will be picked up.**

