

**Appendix J**  
**Integration Information**

1. The anticipated location and hours of operation for the business office that will serve the customers in the Eureka service area is to be determined.
2. The anticipated methods for customers in the Eureka service area to contact the company during non-business hours will be the same customer service team that takes care of all MAWC customers. Customer service hours are 7:00 a.m.-7:00 p.m., Monday thru Friday and 24/7 coverage for emergencies.
3. The current payment options available for Eureka customers are in-person, mail, and electronic payment. There is also a drop box available outside the City Hall where check payments can be dropped off. The current payment methods accepted credit card, ACH (recurring), bank pay, check and cash. Electronic payments are only accepted online via credit card.

MAWC currently accepts and will offer to Eureka customers payment options of check, credit/debit cards and electronic funds transfer (EFT). Eureka customers will also have the option to make MAWC payments online via check or credit/debit cards. The credit card payment has a fee of \$1.95.

4. Information for MAWC's intended credit and collection actions for delinquent accounts with associated time frames for each step of the process along with sample copies of notifications to customers is attached as Attachment 1.
5. The current billing process for Eureka customers is as follows:
  - Meters are read and uploaded into the billing software between the first and the third of each month
  - The UB Coordinator runs reports and examine for any irregularities. Any irregularity is investigated
  - Work orders are sent to the water department to check for faulty meters, leaks etc.
  - The water department staff returns the work orders for explanations
  - The bills are adjusted accordingly which takes approximately one week
  - Final billing calculation is done around the 14th day of the month, bills are mailed out on or around the 15th day of the month, and bills are due on or around the 25th day of the month
  - Customer accounts are credited as payments are received
  - *A \$5.00 late fee is assessed to all accounts that are 90 days past due. Late notices are generated on or around the 26th day of the month, with a 72-hour notice to respond with payment warning of shut off.*
  - *Notification emails are sent the day before service is shut off. Payments are posted the morning of shut offs, prior to running the shut off list. Shut offs are performed the same day. If a customer is shut off a \$25.00 shut off fee is assessed to the account. To restore service, payment is required for at least the 90 day past due amount.*

MAWC billing process begins once MAWC obtains a read. Within 3 days of that read, a bill is generated and has a due date of 21 days from invoice date. Payments can take up to 5 days to post depending on the method of payment.

6. A copy of the customer brochure summarizing the rights and responsibility of MAWC and its customers is attached as Attachment 2.
7. A copy of a sample bill which MAWC intends to utilize if it acquires the Eureka water and sewer systems is attached as Attachment 3.
8. No formal application process is required for new customers. Current Eureka customers will be integrated into the MOAW customer database using the provided customer information. New customers can call customer service or visit us online to activate new service.