

To our valued MacBee SUD customers

The district strives to meet the growing demand of our customers in conjunction with maintaining and improving the existing investment in the water system infrastructure. Therefore, at a posted, regular Board of Directors meeting held on Monday, January 9, 2023, the Board of Directors adopted a new fee schedule. The new fee schedule will become effective on **February 1, 2023**, and are attributable to increased costs for fuel, chemicals, utilities, etc.

A summary of the rate changes approved by the Board of Directors is set forth below:

Return check fee \$50.00
Late Fee \$20.00
Reconnect Fee \$60.00
Disconnect Fee for Non-Payment \$100.00

Service Trip Fee for customers' problems during office hours \$ 60.00
Service Trip Fee (after hours & weekends) \$ 125.00

The Board of Directors also adopted a convenience fee for CREDIT CARDS and ACH payments effective **March 1, 2023**. There will be a convenience fee, variable upon your payment amount, added to your payment. The fee will be clearly presented before you make your payment.

After March 1, 2023, you will see two entries on your financial institution statement when paying by credit card or e-check (ACH). (1) The water payment amount from MacBee and (2) the convenience fee charge from BCA.

- For credit card payments of \$85.00 or less, a \$2.50 fee will be charged by BCA.
- For credit card payments of \$85.00 or more, a 2.95% fee will be charged by BCA.
- For e-check payments, a \$1.45 fee will be charged by BCA.

Checks, cash, or bank drafts will remain a no-fee option to pay your water bill.

MacBee SUD is committed to providing our customers with the highest standard of quality water and service at the lowest cost possible.

Sincerely,

MacBee SUD Board of Directors