

**Rogers County Rural Water District #12  
Policies & Procedures as Revised  
Effective September 1, 2021**

---

**Authorization**

Rogers County Rural Water District #12 has been incorporated to serve the members / homeowners of Dover Pond Subdivision, Rogers County, OK, as authorized thru the By Laws approved February 27, 1997, with corporate powers to govern vested in the Board of Directors.

**Board of Directors**

The Board of Directors shall consist of five (5) participating members of the District. Current members are as follows:

Jim Mitschke, Chairman	918 607-0433	<a href="mailto:jemitch08@gmail.com">jemitch08@gmail.com</a>
Corey Force	918 271-2383	Corey.Force@cox.com
Jason Jones	918 345-9363	<a href="mailto:jasonrejones@yahoo.com">jasonrejones@yahoo.com</a>

An Annual meeting is held in February each year in conjunction with the Dover Pond Homeowners Association Meetings. The meeting time is usually 1 hour prior to the DHPA Meeting. In addition, at the annual August DPHA Meeting, time is reserved to present an update to the HOA on current RWD #12 activities. The Board also holds unscheduled Board meetings as needed.

**Accounting/Auditing**

Russell Cunningham, CPA, 2727 East 21<sup>st</sup> Street, Suite 108, Tulsa, OK 74114-3523, (918) 521-7587, has been hired to perform the day to day financial services, monthly billing and provide other accounting needs. In addition, annual audits are performed by an independent auditor with the assistance from Cunningham who makes records and source documents of RWD #12 available for preparation of those annual audits.

**Environmental Compliance**

Federal and State regulations require water quality standards compliance to include water quality testing by a lab certified by the State of Oklahoma.

**Repair and Maintenance**

All repairs and maintenance are the responsibility of the RWD # 12 and its members. RWD #12 is responsible for the delivery of water to the meter. Once the water passes thru the meter, it is the members' responsibility. Each member should help in efforts to report low water pressure, leaks, especially major leaks where there is a substantial loss of water, or other abnormalities. We have an established working relationship with a plumbing company which is available for a majority of our plumbing needs. Please call a Board member using the contact information shown above should there be an issue regarding RWD #12 equipment.

**Emergencies**

All RWD #12 members are asked to immediately report major leaks or line breaks to any of the Board members for immediate action.

## **Billings, Payments and Delinquencies**

RWD #12 has initiated the use of Automatic Read Meters for all residents which allow the water meters to be read electronically each month. The following billing, payment and delinquency procedures will be followed:

- Meters read on or near the 15<sup>th</sup> of each month
- Bills will be prepared by Cunningham and sent to each member via email or, by special request, the U.S. Postal Service.
- Payments are due on the 10<sup>th</sup> of the following month and are to be mailed Directly to Cunningham's office at 2727 East 21<sup>st</sup> Street, Suite 108, Tulsa, OK 74114-3523. As an alternate, they can also be mailed to Rogers County Rural Water District # 12, P.O. Box 576, Owasso, OK 74055.
- If not received by the 16<sup>th</sup> of that month, the payment is delinquent and therefore subject to a \$10 late charge fee, applied each month to the unpaid balance.
- If the payment becomes past due for the second month, a courtesy call will be made by a board member to make arrangements for payment in full.
- If payment in full is not received as agreed, meter is subject to be locked without further notice which will then incur an additional fee of \$150 to lock, then unlock when payment is received and service reinstated.
- There will be a \$500 fine for breaking or cutting any lock.
- For new residents, there is a onetime fee of \$250 for hookup/ meter activation and a refundable \$250 security deposit.

## **Meter Readings**

All water meters will be read automatically by a representative of the Board each month.

## **Water Leak/Loss**

In the event of a water losses experienced by individual residents due to faulty equipment, leaking commodes, broken pipes, etc., located on their property once the water has been registered thru their water meter, which then results in monthly billings that are extraordinarily high compared to previous months, the policy of RWD #12's is that of not being able to offer any relief or reduction of those individual bills. As stated in the By Laws, the RWD #12 system is owned by the residents of Dover Pond. The goal is to sell water to its members/owners at reasonable rates being a fraction higher than the cost to purchase that water from RWD #3, yet insure there are adequate cash reserves to cover the monthly accounting, operations, repair and replacement costs of the district. Any such relief given would then need to be distributed or shared by all residents which this and previous Boards feel is inequitable for members of the District. The policy has always been that once the water passes thru a meter, it is owed by and the responsibility of that property owner.

## **RWD#12 Contact Information**

Please contact Rachel Cunningham at Russell Cunningham, CPA at 918-521-7587 or [rachelcunningham1@gmail.com](mailto:rachelcunningham1@gmail.com) for any billing questions or concerns. Should there be a change in contact information, please submit information to Cunningham CPA.