



## **WELCOME NEW CUSTOMERS**

Rose Hill Special Utility District is proud to have you as a new customer. We would like to take a few minutes and tell you a little about ourselves. We have five who serve as Directors on the Board. The Board meets every **4<sup>th</sup> Tuesday** of each month at 6:00 p.m., at 1377 County Road 274, Terrell. You are welcome to attend.

Your water bill will be sent out on or around the 5<sup>th</sup> of each month and is due by the 25<sup>th</sup> of the same month. Payment must be received in our office on or before the 25<sup>th</sup> of every month to avoid a \$15.00 late fee being added to your account.

If payment has not been made by 8:00am on the 10<sup>th</sup> of the following month, the bill is due, a disconnect fee of \$100 will be applied to your account and your meter will be locked. To restore service, the past due amount, plus the late and disconnect fees, and your current charges must be paid in full.

Please allow at least 7 days for U.S. mail delivery. We are not responsible for U.S. mail delivery or for technical problems caused by the customer's security software or firewall. Failure to receive bill, printed or electronically, does not waive payment or late fee. If you do not get your bill by the 15th of the month, please call the office and we will be glad to help you.

Bank Drafting is available at no charge to our customers. Please call to find out more information or go to our website and fill out the ACH form. You can email the completed form and a copy of a voided check to [customerservice@rhsud.com](mailto:customerservice@rhsud.com).

Credit/Debit cards and E-Checks are accepted via our website and by calling 1-888-994-0595.

Our payment box is on the fence as you come into the driveway. **PLEASE DO NOT LEAVE CASH IN THE DROPBOX.**

### **Staff:**

Nanci Essary  
Sue Robertson  
Cole Lilley  
Cheston Resko

General Manager  
Customer Service  
Field Operator  
Field Operator

### **Board of Director:**

Kathy Dodd  
Alex Rossler  
Janette Simons  
Jay Schenkel

President  
Vice President  
Secretary/Treasurer  
Director

Our office hours are from 8:00 a.m. to 4:00 p.m. Monday – Friday. For information on water rates and conservation tips please call, come by the office, or check out our website at [www.rhsud.com](http://www.rhsud.com).

Thank you,  
Rose Hill SUD

## **TELEPHONE NUMBERS THAT MIGHT COME IN HANDY:**

### **Garbage Pickup**

Black Jack Disposal	972-427-7770
Titan Waste	972-564-2800
WC Waste Connections	972-452-3327

### **Electric Company**

Trinity Valley Electric	972-932-2214
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### **Phone Service Companies**

AT&T	800-288-2020
Sprint	800-788-3500
CenturyLink	877-862-9343

### **Internet Service**

ANTS Technology	972-524-2145
Brightspeed	833-692-7773