

Reform Water Association
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10/22/2025

Subject: Notice of Billing Adjustment for Multiple Residential Connections

Dear Customer,

The Reform Water Association would like to remind all members that, according to the Association's policies & procedures and State of Mississippi Guidelines, multiple residential connections ("double hook-ups") on a single meter are not permitted. While this rule applies to all new accounts, a limited number of older accounts were grandfathered in prior to the enforcement of this policy.

To ensure fairness and consistency in billing, the Board of Directors has approved the following change:

- Beginning immediately, (per board order at our September 4th meeting) accounts identified as having more than one residential unit connected to a single meter will be billed for each unit served.
- This adjustment applies only to those few grandfathered accounts and does not require installation of an additional meter.
- Customers with a single residence connected to their meter will not see any change to their billing.

Thank you for your cooperation and continued support as we work to provide safe, reliable, and fair water service to all members of the Reform Water Association.

Sincerely,
Board of Directors
Reform Water Association