

**The Customer Service group** is responsible for always providing the highest level of service to MHWSC's customers, responding in the most expedient and professional manner possible. This group is responsible for the accurate and timely billing and collection of utility accounts and the maintenance of customer records.

This is accomplished by providing:

**Customer Care** - promptly handles all inbound telephone customer inquiries regarding billing, account information, service problems and payments. Provides friendly, personal interaction with our members.

**Field Services** - responsible for service turn-on/turn-off requests, settings, removing, repairing, and testing of water meters.

**Meter Reading** - ensures that all MHWSC water meters are read on schedule, recorded and verified for accurate billing.

**Billing** - responsible for the billing process of all customer accounts and mailing of all bills.

**Revenue Collections**- processes all payments made at the main office.

**Remittance Processing** - processes all payments received by mail and reconciles payments collected from pay stations throughout our service area.

**Records Keeping** - maintains all customer account and membership information.