**Waterworks District No. 3**

**St. Landry Parish, Louisiana**



**RULES, REGULATIONS, AND GUIDELINES**

These Rules, Regulations, and Guidelines are designed to govern the supplying and distribution of water service in a uniform manner for the benefit of the Waterworks District No. 3, St. Landry Parish, Louisiana, its members and customers. They are subject to change from time to time, however, all changes that affect the District’s ability to service its customers must be approved by the USDA/RUS, Rural Development District Office, and/or any other regulatory agency having jurisdiction over public water systems. These Rules, Regulations, and Guidelines will be in use at least until such time as the Waterworks District No. 3 is no longer indebted to the United States of America, or until such time as the Waterworks District No. 3 has completely retired all loans by or insured by the United States of America or until the Board of Directors decides to terminate these Rules, Regulations, and Guidelines. If any portion of these Rules, Regulations, and Guidelines shall be declared invalid by a competent authority, such voidance shall not affect the validity of the remaining portions. The current rate schedule shall take precedence over discrepancies with these Rules, Regulations, and Guidelines and the current rate as adopted by the Board of Directors.

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1. DEFINITIONS

The following terms when used herein shall have the below stated meaning:

**Applicant:** Any individual, firm, partnership, corporation, authority, or other agency living or owning land located within the service and distribution area applying for water service.

**Board:** The governing body, that is, the Board of Directors, Waterworks District No. 3, St. Landry Parish, Louisiana.

**Customer:** Any individual, firm, partnership, corporation, authority and/or other agency receiving water service.

**District:** Refers to the Waterworks District No. 3.

**Point of Delivery:** The water delivered at the meter, located on the Districts side of the property line or easement. When the water line must be installed on the other side of the street, the Waterworks District No. 3 will extend the line under the street to the user’s property line on the opposite side of the street for connection. In rural areas, water distribution lines will be installed parallel to parish roads and highways and on private property where possible. Service lines to the meter will not extend across private property unless necessary to serve users whose property does not join the road. The user must pay for all applicable fees and service agreements.

**Service:** The term service when used in connection with the supplying of water shall mean the availability for use by the customers. Service availability shall depend on the consumer’s requirement and/or water treatment and/or water distribution facilities capacity. Water service shall be considered available when the Waterworks District No. 3 is able to maintain normal water pressure at the point of delivery, including the consumer’s demand, regardless of whether or not the consumer makes use of it.

**Service Line:** The pipe from the water main and/or water meter or other source of water supply to the customer’s property line.

**State Director:** The State Director of the USDA/RUS, Rural Development.

**Utility Service Agreement:** The agreement or contract between the consumer and the Waterworks District No. 3, pursuant to which water service is supplied and accepted by the consumer(s).

**Water System:** The pipes and other constructed conveyances to serve the applicable consumers with potable water.

1. RULES AND REGULATIONS

**The supplying, taking of water and general powers of the Board:**

The supplying and taking of water services will be in conformance with these Rules and Regulations and the applicable rate schedule attached hereto, provided, that such rate schedule is subject to change by action of the Board with the approval of the USDA/RUS, Rural Development State Director and/or any other applicable agencies. Provided further, that if at any time the Board determines that total amount derived from the collection of water charges is insufficient for the payment of operation costs, emergency repairs, or debt service, the Board shall increase the water rates for the first month thereafter in an amount sufficient to pay such operating costs, emergency repairs and debt service.

**Applications for Service:**

Persons, businesses, or entities seeking water service shall complete and sign an application provided by Waterworks District No.3. If, the application is approved; the applicant must pay the required costs for water service. Service will then be provided to the applicant as soon as possible.

**Service is for Sole Use of the Customer:**

Service is for sole use of the customer and shall not permit nor allow the extension of pipes to transfer water from one party to another, *nor to share, resell, or sub-meter water to any other customer.* If any emergency or specific situation should make such an arrangement advisable, it shall be done only on specific written permission of the Board and only for the duration of the emergency. Each residence or business establishment will pay the applicable water fees for each residence or business establishment served.

**Multiple Users:**

1. Mobile Home Parks:

The classification, method of service, and minimum charge to assess each mobile home resident, whether located in a trailer park or located on an individual lot, will be the same as for any other residential user in the District. Each mobile home resident is expected to pay the same water charges as other users in the District which includes the cost and installation of a water meter at each mobile home. If the residents of the mobile home are not permanent residents, the Board may elect to serve mobile homes located in a trailer park through a master meter, provided the owner(s) of the trailer park agrees in writing that he/she/they will be responsible for payment of the bill based on a minimum charge per unit. The trailer park owner(s) must get applicable approvals and pay for the design, installation, and construction of the service lines within the trailer park.

1. Subdivisions and Developers:

Developers and owners pay for essential utilities, such as drinking water, to new or developing areas, including subdivisions. The Board may, at its discretion, elect to participate in some of these costs. If it is determined that a subdivision’s lines must be enlarged, the owners of the subdivisions and the developers will be expected to contribute an amount equal to the cost of enlarging the Water District. The developer must also pay for constructing the utility systems within the development or subdivision. If the Board or a representative thereof determines that the owner has installed service and main lines within the subdivision in accordance with approved plans and specifications, the Board may agree to accept ownership and overall operation and maintenance responsibility of the service lines within the development.

1. Other “Multi-Customer Residences”:

Multi-Customer Residences include, but is not limited to, properties such as apartments, motels, housing authorities, etc., and shall be provided with a single master meter and will be responsible for paying a minimum bill for each dwelling unit.

**Agreements with Governmental and Public Bodies:**

The District, through its Board may make specific water service contracts with the Federal Government, the State of Louisiana, or agencies thereof, school districts, municipal corporations, and nonprofit corporations, differing from stipulations set out in the rate schedule and rules. Such contracts for bulk sales must receive approval by the State Director and any other applicable approval, to verify the Districts ability to serve the additional customers.

**Right of Access:**

Representatives of the District shall have the right at all reasonable hours to enter upon the customer’s premises to read meters, test meters, inspect piping and to perform other duties for the proper maintenance and operation of service, or to remove the meter and/or equipment upon termination of service by a customer or the Water District.

**Continuity of Service:**

The District will make all reasonable efforts to maintain constant and uninterrupted water service. However, the District shall have the right to interrupt service for the purpose of making repairs, connections, extensions, or for other necessary work. Efforts will be made to notify consumers who may be affected by such interruptions, but the District is not liable for losses, which might occur due to such interruptions.

1. The District and the Board does not accept responsibility for losses of damages relating to the quality or quantity of services. This includes interruptions to service caused by storms, strikes, floods, or other causes beyond the District’s control.
2. METER INFORMATION

**Meters:**

Meters will be furnished, installed, owned, inspected, tested, and kept in proper operating condition by the District. Complete records of tests and histories of meters will be kept on file. Meter testing for flow rate accuracy will be done in accordance with the approved methods of the American Water Works Association (AWWA).

**Meter Accuracy:**

Residential Service meters (AWWA C700[[1]](#footnote-1)) whose errors do not exceed 1½% of actual flow (98.5% to 101.5%) shall be considered as within the allowable limits of accuracy for billing purposes. Propeller Meters (AWWA C704[[2]](#footnote-2)) whose errors do not exceed 2% fast of slow (98.0% to 102.0%) shall be considered as being within the allowable limits of accuracy for billing purposes.

**Requested Meter Tests:**

Meter test requested by the customer will be performed without cost to the customer if the meter is found to be in excess of allowable limits. Otherwise, the customer for whom the requested test was made will be charged for the cost of the test (including all shipping and handling costs).

1. CUSTOMER’S RESPONSIBILITY

**Customer’s Responsibility:**

The customer shall be responsible for any damage incurred to the meter installed for his/her service, for any purpose of cause other than normal wear and tear.

**Services:**

The District or its designated representative will install all water service pipes (except for private fire protection) from the appropriate distribution line to the meter. The service pipes shall not be less than three-fourths (3/4) inch in size. The District, its designated representative or a licensed operator will install the meter and all associated appurtenances, including approved backflow prevention valves which must be used at all taps[[3]](#footnote-3). The customer will be responsible for all piping from the water meter to the dwelling and must include a customer cut off valve at a location selected by the customer. The District will not be responsible to cut off water at the corporation stop ahead of the meter, nor shall the customer be allowed to use this valve as the required emergency valve.

1. Anytime a meter is installed, it shall be considered as a “meter set” and all applicable fees shall be imposed.
2. There shall be only one (1) meter per residence unless the residence is considered a “multi-customer residence” such examples of these types of facilities include but are not limited to an apartment complex, a motel, mobile home park, or recreational vehicle park. Two (2) or more single-family dwelling structures (residences) shall not be connected to a common meter, even if the residences are on the same or adjacent property.
3. The Waterworks District No. 3 shall purchase all necessary parts, supplies and equipment for the installation of the water meter.
4. The Board of Directors for Waterworks District No. 3, prior to installation of such meter and associated hardware, must approve and justly explain any exceptions to the above in writing.

**Applicants having Excessive Requirements:**

In the event an applicant whose water requirements are found to exceed the District’s ability to adequately supply the applicant from the existing facilities without adversely affecting service to other Consumers to a reasonable extent, the District will not be obligated to render such service unless and until suitable self-liquidating financing is secured to cover any investment costs for additional drinking water production facilities and/or distribution lines and/or operation and maintenance issues.

 **Cross Connections:**

There shall be no cross connections established or maintained between the Water District or any other District (private or otherwise) unless specifically approved by the Board. Further, all new structures constructed within the District shall, prior to the service connection, comply with the plumbing regulations contained in the Louisiana State Uniform Construction Code and enforced through the Louisiana Revised Statute 40:1730.21. Cross connections are covered in part under Conditions of Service to Customers.

1. CONDITIONS OF SERVICE TO THE CUSTOMER

**General:**

* 1. Customers will maintain all service lines from the point of connection to the place of use. Service lines shall be kept in good operating condition to prevent loss of water through leaks. Customers will make repairs on a timely basis as necessary and pay all charges for service to repair lines past the point of connection, that is, the meter.
	2. Customers will have a single residential or commercial unit per service connection.
	3. Customers will not connect a Non-District water source, such as a private well, industrial, agriculture, or any other type of well, to any service line connected to the District.
	4. Customers will not allow any unknown water source to enter the distribution system through customer’s connection to the service line.
	5. Customers shall pay bills for service received in accordance with the terms set forth by the District.
	6. In a change of occupancy situation, it shall be the customer’s responsibility to contact the Water District to either terminate service or have service transferred to the new customer in accordance with the policy for obtaining service. Until service is formally terminated or transferred, the original customer shall be responsible for payment of service. In the situation where a transfer is requested, and money is owed to the District, The Board may refuse to transfer the customer’s service until an arrangement to pay back all debts owed to the District has been made.

**Obtaining Water Service:**

1. Customers may obtain water service by applying to the District, paying all appropriate fees and deposits in accordance with the fee schedule of the District.
2. The District shall provide a water meter and service connection point. The Customer is responsible for the construction and maintenance of the service line from the District connection point.
3. Customers shall arrange for the District’s designated representative to make the connection by installing the water meter and appropriate appurtenances, furnished by the District. The costs for obtaining water service from the District is found in the connection fee schedule but may be subject to change at any time. If an outside or independent contractor is used, the District Manager or Operator will inspect all work of the contractor prior to closing of holes.

**Service Extension Policy:** (May be Applicable to New Developments, Mobile Home Parks, etc.)

A. Meter Installation/Connection for Individual Applications Where the Property Intersects an Existing Water Main:

1. Applicants requesting installation of a water meter are required to complete the following procedures prior to the installation of a water meter where an existing water main is either located on the property or located directly across a public road from the property.

Applicant shall first request that the Operator confirm that an appropriately sized water main exists either on the property where the service connection is to be located or across a public road from the property.

Applicant shall complete a User’s Agreement and pay applicable fees in Table 1, at which time the Notice of Intent shall become the property of Waterworks District No. 3.

Within two (2) weeks of the execution of the Users Agreement, Waterworks District No. 3 shall install the service connection and meter assembly with ten (10) feet of the road right-of-way or existing private easement nearest the water main. *(Timing for installation dependent on availability of material)*

B. **Meter Connections Requiring the Extension of Water Mains:**

Applicants requesting water service to areas where existing Waterworks District No. 3 distribution lines are not present are required to complete the following.

* + 1. Obtain a Petition for Service from the Secretary and gather signatures of all individuals and/or entities that have property within the proposed service extension who would like to be connected to Waterworks District No. 3 (if only one (1) person or entity is requesting extension of service, refer to Line 3).
		2. Next, the Applicant shall present said petition to the Board of Directors. If the Board determines that not all potential customers have been included in the Petition for Service, the Board may require a written exception as to why these individuals are not included.
		3. If the Applicant does not require financial aid for the design and construction of the extension, the Applicant shall notify the Board of the Engineer who will provide design and inspection services. The Applicant shall be responsible for all costs including engineering fees, construction costs, attorney’s fees and any other costs associated with the project. Any extension outside of the certified franchised area of Waterworks District No. 3 will require the Applicant petitioning the Parish Council. All preliminary engineering plans shall be reviewed by the Waterworks District No. 3 Board of Directors, its’ Certified Operator, an Engineer, the Louisiana Department of Health, Office of Public Health, Acadiana Regional Office, and any other agencies or governmental offices requesting review, prior to approval to begin construction. Once all approvals have been received, the board shall grant a Service Extension. After the terms and conditions of the Service Agreement are established in writing and agreed to and a Notice of Intent is published, the Applicant shall sell the extension, final engineering plans, right-of-way easements and other required documentation to Waterworks District No. 3, for a sum not to exceed $1.00.
		4. If the Applicant requires financial aid to finance the engineering and construction of the project, Waterworks District No. 3 will formerly request the Board’s Engineer to perform the required services. After the Engineer has completed preliminary design and cost estimate, Waterworks District No. 3 will coordinate with applicable federal and state lending agencies to apply for funding on behalf of the Applicant(s). After funding is approved and obligated, Waterworks District No. 3 will evaluate the cost effectiveness of the project and any increase in the existing customer fees. Unless the Waterworks District No. 3 Water System’s existing customers will benefit by the extension and improvements to the water system, the Board cannot accept funding unless all costs, including additional O & M costs and debt service expenses, will be borne by the Applicant(s). If funding is accepted, the Board shall work with the Applicant(s) in meeting Letters of Condition so that construction can begin. If funding is not accepted, the Board shall notify the federal/state funding agency as well as the Applicant(s) as to the reason funding was not acceptable.

**Extensions Requiring System Upgrades:** (Including the Construction of New Water Wells, Pumps, Tanks, etc.)

Any proposed extension that would require the upgrade of existing Waterworks District No. 3 facilities including its existing water mains, wells, pumps, or other related facilities is included in the proposed project. Applicants who do not require federal or state assistance will be required to pay in full all costs including necessary upgrades to the Waterworks District No. 3 Water System existing facilities.

1. ADMINISTRATIVE ORDERS

**Exceptions, Administrative Orders:**

Waterworks District No. 3 Water System cannot extend service, connect existing meters for new service or install new customer meters if the water system is near or over capacity and/or if the Louisiana Department of Health has issued an Administrative Order prohibiting the extension, connection, or installation of new customer service. Only after Waterworks District No. 3 Water System has complied with the condition(s) of such Administrative Order, can the Board authorize the extension, connection, or installation of meters for new customers.

1. Customer Deposit
	* + 1. Customers will pay a deposit to guarantee payment for services received. Deposits will remain in the control of the District for as long as the customer remains with the District. Charter members of the District may be exempt from deposits unless determined by termination of service for nonpayment.

* + - 1. Customers may apply the payment deposit toward payment of final bill at time of service termination. Any remainder will be refunded.
			2. Termination of service due to non-payment will result in the deposit applied to the account as necessary to satisfy arrears prior to actual termination of water service. Deposit amounts for future reconnections can be increased as deemed necessary by the Board.
1. Billing of Customers
	* + 1. Customers will be billed for service on a monthly basis in accordance with the rate schedule of the District.
			2. Water meters will be read at regular intervals each month.
			3. Bills will be mailed at regular intervals each month.
			4. Customers will be billed for water consumption in accordance with the established rate schedule of the District.
2. Terms of Payment
	* + 1. Meters are read during the week of the 20th of each month and billed on the 1st of the following month. The net amount of the bill is due by the 20th of that month after which, a 10% penalty is added to the balance and the gross amount is due. If payment is not received by the 6th of the following month, the member will receive notice by (mail or phone). If payment is not rec’d within 5 days of the notice the service will be disconnected. If the meter is disconnected for non-payment, the amount due **PLUS a $100 reconnect fee must be paid in full before the service will be restored**.

* + - 1. Any bill not paid by 12:00 midnight on the sixth (6th) of the following month will be sent a disconnect notice and charged a past due/disconnect notice. The customer will be given an additional five (5) days to pay the bill in full.
			2. All bills not paid by the end of the five-day grace period will be disconnected, and a reconnection fee will be charged to the account (as per Fee Schedule). Once the meter is locked for nonpayment, a new meter reading is entered, and the account must be brought up to date or a deferred payment plan must be agreed on before service can be reinstated.
			3. If any of the above due dates fall on a weekend or a holiday the due dates will be the next business day.
			4. Customers applying for service will be subject to a records search. All prior outstanding utility bills due the District must be paid, or arrangements made to be paid prior to receiving service.
			5. An after-hours deposit box is located on the entrance door to the District Office door for the customer’s convenience. Payments made in the night deposit box should be check or money order. All payments are taken out daily and credited to the customers’ account.
1. TERMINATION OF WATER SERVICE

**Termination of Water Service for Non-Payment:**

* + - 1. Customers subject to termination of water service will be charged a reconnect fee in accordance with the fee schedule of the District.
			2. Customers that receive a notice of termination of water service have the following options.
1. The customer may agree to a deferred payment plan that specifies payment terms. This deferred payment plan will be in writing and signed by the customer.
2. The customer may pay the amount in arrears plus a service fee in accordance with the District fee schedule by check or money order. This must be done prior to the date of termination of water service.
	* + 1. Non-Sufficient Funds Checks (NSF) will result in immediate termination of water service. Checks can be refused for a cash only basis for any individual customer based on that customers past performance with NSF checks.

**Hearing on Customer Appeals for Notice of Termination of Water Service:**

* + - 1. The Board President or designated representative is responsible for hearing customer appeals on notice of termination of water service. The Board President is authorized to correct and adjust amounts due based on errors of the District, receive payment to satisfy the amount in arrears, and negotiate deferred payment plans in accordance with adopted policies and procedures.
			2. If the customer and the Board President cannot arrive at an arrangement, the only course of action open to the customer is to request a hearing with the Board of Directors. The customer must notify the Board President in writing and request a hearing at the next board meeting. The Board President will notify the Board and add the customer’s name to the agenda.
			3. A written hearing record will be prepared and maintained on file.
			4. No Board member nor the Board President alone can adjust the fee schedule or policies; however, a Special Committee can be selected within the Board to expedite the accomplishment of hearings and adjustments. This does not void a hearing before the entire Board if the customer disagrees with the Special Committee.

**Deferred Payment Plan Policy:**

* + - 1. Maximum length of deferred payment plan shall be as designated by the Board on a case-by-case basis.
			2. Deferred payment amounts shall be in addition to the current regular service bill amount.

**Restoration of Water Service after Termination for Non-Payment:**

1. Customers desiring restoration of water service after termination for non-payment must:
	* + 1. Satisfy arrears in the full amount including reconnect fees or completing the “Agreement for Deferred Payment” Form.

1. PUBLIC RECORDS ACT

**Notice of Public Records Act:**

1. Records of the Waterworks District No. 3 are available for inspection by the public at a time and place prudent and agreed on by the Board of Directors.
2. The Secretary/Treasurer maintains records of the banking accounts of the Waterworks District No. 3.
3. The Secretary/Treasurer maintains minutes of meetings of the Board of Directors and records of customer accounts, purchase orders, and detailed financial accounting records of the Waterworks District No. 3.
4. The name, address and phone number of the President and the Secretary/Treasurer are located at the water office and are available to the member.
5. Copies of records of the District desired by the public will be provided within five (5) working days after the receipt of request and payment of fee for copying such records.

**Notice of Meetings:**

1. The Board of Directors of the Waterworks District No. 3 meets in regular session on the last Wednesday of each month at 9:00 a.m. at the District’s office or other designated office.
2. Special meetings of the Board of Directors are held, as necessary. Notice of special meetings will be posted on main door of District’s office, on website and/or advertised in the newspaper, as necessary.

**Bad Debt Write-Off:**

The Board of Directors shall review and authorize the write-off of all uncollectable debts. The Board shall also assign any such past due or bad debt accounts to a private collection agency. Any NSF checks accepted will result in an additional fee of $25.00 for handling NSF activity and any other bank fees charged as a result. If not redeemed in cash or money order by the customer, the NSF can result in immediate termination of water service as a delinquent account. Checks can be refused for a cash only basis for any individual customer based on that customers recurrent past performance with NSF checks.

**Policy Changes:**

These policies are subject to change as deemed necessary and with a majority vote by the Board of Directors. The Board of Directors shall establish rates and fees for service as necessary to ensure the continued operation and maintenance of the District that meets current State and Federal Laws, Rules, and Regulations.

**Inspection:**

A representative of the District and/or the State and/or local Health Department shall have the right at all reasonable hours to enter upon the consumer’s premises for inspection and enforcement of this provision.

**Violations:**

Violation of this provision shall constitute cause for disconnection of a consumer’s service.

1. FEE SCHEDULE

Table 1

|  |
| --- |
| **Water Service Fees where new meter installation requires connecting to an existing water main and all components required to make a complete meter assembly** |
| Security Deposit (Refundable upon Termination of Service):  | $100.00 |
| Water Tap Fee (Non-refundable Materials & Labor Cost of Installing Service): | $1250.00 |
|

|  |  |
| --- | --- |
| Meter Installation Larger than 5/8 x 3/4 inch meter | Contractor Quote |

 |
| \**All prices subject to change* |

**Table 2**

|  |
| --- |
| **Water Service Fees where Meter is Existing (Transfer)** |
| Security Deposit (Refundable upon Termination of Service): | $100.00 |
| \**All prices subject to change* |

**Table 3**

|  |
| --- |
| **Water Service Fees where there is an existing tap, appropriate piping components and meter box but does not have a meter or reader** |
| Security Deposit (Refundable upon Termination of Service): | $100.00 |
| Water Tap Fee (Non-refundable Materials & Labor Cost of Installing Service): | $350.00 |
| \**All prices subject to change* |

**Table 4**

|  |
| --- |
| **Fees and Charges associated with Water Service** |
| Water Rate |
| 0 – 2,000 gallons: | $32.00 |
| For every 1,000 gallons after 2,000 gallons: | $9.50 |
| Late Payment Fee (for paying bill after due date) | 10% of unpaid bill |
| Reconnection Fee (in addition to past due amount or signed Deferred Payment Plan Agreement) | $100.00 |
| \*For a residential or commercial meter set, the price is based upon materials and time required for installation. Customer must pay the meter set fees plus water deposit prior to work being done |  |
| NSF Charges |  |
| NSF Fee | $25.00 |
| Bank Charge | $8.00 |
| Returned Check Fee (NSF) must be paid in cash within 72 hours otherwise service will be terminated.  |  |

1. AGREEMENT FOR DEFERRED PAYMENT

|  |  |
| --- | --- |
| DATE: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ACCOUNT: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

I hereby acknowledge that my account for water service with the Waterworks District No. 3, has a delinquent balance in the amount of $\_\_\_\_\_\_\_\_\_\_\_\_. To continue to receive service, I hereby agree to pay:

$\_\_\_\_\_\_\_\_\_\_ (payment made on this date), and agree to make payment of $\_\_\_\_\_\_\_\_\_\_ each (check one)

|  |  |
| --- | --- |
|  | week |
|  | twice each month on \_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_ |
|  | monthly beginning on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

And for as long as an outstanding balance remains.

I understand that, if I fail to make payments as agreed herein, Waterworks District No. 3 may upon its option declare this agreement null and void and begin proceedings to terminate my service.

It is further understood that any payment made under this agreement IS IN ADDITION TO MY REGULAR BILL and nothing herein relieves me from my obligation to pay in full any such new bill as it comes due.

|  |  |
| --- | --- |
| Customer Name (Print): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Street Address: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| City, State Zip Code: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| APPROVED BY: (Authorized Representative) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Customer Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Payment Plan for Meter Installation

Customer Name: ­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 I hereby acknowledge that I am requesting a payment plan for the installation of water service from Waterworks District No. 3. The fees required for the installation consist of the following

$100.00 Customer Deposit

$1250.00 Installation cost

The 1ST payment will be applied as follows, $100 deposit with the remainder of the payment to the installation cost.

Monthly payments in the amount of $\_\_\_\_\_\_\_\_\_\_ for as long as an outstanding balance remains.

It is further understood that any payment made under this agreement is in addition to my regular bill and nothing herein relieves me from my obligation to pay in full any such new bill as it comes due.

I understand that, if I fail to make payments as agreed herein, Waterworks District No. 3 may upon its option declare this agreement null and void and begin proceedings to terminate my service.

|  |  |
| --- | --- |
| Customer Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Street Address: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| City, State Zip Code: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| APPROVED BY: (Authorized Representative) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |

1. TERMINATION OF SERVICE

**The Board may use the following template, if desired or necessary, as a “Door Hanger” to alert occupants that water service has been terminated.**

**FINAL NOTICE**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Your water service has been terminated due to a delinquent bill in the amount shown below.**

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| --- | --- |
| **AMOUNT DUE:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **DATE TERMINATED:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **OPERATOR INITIALS:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**IMPORTANT NOTICE**

**IF YOU BELIEVE THE AMOUNT IS NOT CORRECT, YOU MAY ARRANGE A MEETING WITH A REPRESENTATIVE OF THE DISTRICT TO DISCUSS ANY DISCREPANCIES. CALL 337-585-3796 TO ARRANGE FOR A MEETING. THE REPRESENTATIVE HAS AUTHORITY TO ADJUST CUSTOMER BILLS IN CASE OF ERROR OR TO APPROVE PAYMENT SCHEDULES FOR ELIGIBLE CUSTOMERS.**

1. AWWA C700 – American Water Works Association Standard C700: Cold-Water Meters – Displacement Type, Metal Alloy Main Case [↑](#footnote-ref-1)
2. AWWA C704 – American Water Works Association Standard C704: Propeller-Type Meters for Waterworks Applications [↑](#footnote-ref-2)
3. This is a necessary item to prevent backflow from hot water heaters and other items such as hot tubs, etc., where these plumbing fixtures are at elevated levels. Backflow devices can help prevent damage to water heaters or loss of life and structures from fires as well as contamination of water supplies that can result in public health risks. Thermal expansion is an important consideration in water heating devices and safety release devices MUST be relatively new and serviceable to prevent rupture of hot water heaters where dual checks or other backflow devices are used. [↑](#footnote-ref-3)