FEES & PENALTIES

* METER INSTALLATION: AS OF APRIL 1, 2022 THE FEE FOR INSTALLATION OF A NEW METER (3/4 X 5/8 METER) IS $950.00
* ROAD BORE FEE - $500.00
* RESIDENTIAL DEPOSIT - $80.00
* VILLAGE OF REEVES RESIDENTIAL & COMMERCIAL DEPOSIT (WITH SEWER ACCOUNT) - $160.00 (As of June 1, 2016)
* COMMERCIAL DEPOSIT - $80.00
* DEPOSIT REGULATIONS:
	+ (Anyone who has never been on the system must pay the deposit).

* (A customer who has at least one year of service with a good payment record, with no more than one payment infraction within that one year time frame, is exempt from the deposit.)

* (A customer who has at least one year of service with a good payment record may cosign for someone else to get water without paying a deposit.)

* SERVICE CHARGE - $25.00
	+ (Anyone who has an established meter turned on must pay this regardless of deposits.)
* LOCKOUT/DISCONNECT POLICY
* All water bill payments are due on the 15th of every month
* After the 15th, a 10% late fee will be applied to all unpaid balances.
* Failure to receive a bill does not exempt anyone from their monthly payment, late charge, or disconnection. Water bills are mailed on the last day of each month and made available online at our website. ( Account number requested on website is the first five (5) digits only of the customer account number)
* Web Address: westallenwater.myruralwater.com
* Lockout date for nonpayment of water bills is to be performed on the 23rd of each month, unless the 23rd falls on a Thursday or Friday or on the weekend, in which case the lockout would be performed the next business day. Date may be set or changed if determined by the Board of Directors.
* Payments must be in the office before 8:00 a.m. on the specified lock out date to avoid the $40 late assessment fee. The $40 fee is to be applied to all unpaid balances promptly at 8:00 a.m. except for in the following instances:
	+ Any balance that is $13.50 (or ½ a minimum bill) or less will not be locked and the $40 late assessment fee will not be applied.
	+ If the balance due is only a remaining 10% late fee (no minimum or maximum), and the customer paid the water bill that was due before the lockout date, that meter will not be locked and the late assessment fee will not be applied due to nonpayment.
* ALERT BY LETTER/PHONE POLICY
	+ **NO PHONE CALLS OR LETTERS TO CUSTOMERS WITH EXCESSIVE USAGE ARE REQUIRED BY WEST ALLEN PARISH WATER DISTRICT’S OFFICE STAFF AND NO PHONE CALLS ARE REQUIRED BY OFFICE STAFF TO CUSTOMERS ON THE LOCK OUT LIST FOR NONPAYMENT OF WATER BILLS ON LOCK OUT DAY**; However, as a courtesy, attempts will be made to send a letter or make a phone call, (Contingent upon a valid phone number having been made available by the customer), to any customers with water usage considered excessive. Excessive usage is determined by the office staff’s best reasonable ability to identify high water usages in the monthly consumption audit reports.
* LATE ASSESSMENT FEE - $40.00
	+ (As of June 6, 2016 ~ No unlocks will performed after 5:00 p.m. on the day of lockout for nonpayment)
	+ Multiple Account Policy for Late Assessment and NSF/Return Check Fees: If the account holder has multiple accounts that are being assessed the NSF/Return Check Fee in the amount of $40 or the Late Assessment Fee in the amount of $40, in accordance to the policy adopted June 4, 2019, they will be assessed one $40 fee if all of the accounts are paid in full within one week of the fee assessment. If there is a discrepancy, or if all of the accounts are not paid in full within that time frame, then the $40 fee will be assessed to each individual account
* NSF CHECK FEE - $40.00
	+ Multiple Account Policy for Late Assessment and NSF/Return Check Fees: If the account holder has multiple accounts that are being assessed the NSF/Return Check Fee in the amount of $40 or the Late Assessment Fee in the amount of $40, in accordance to the policy adopted June 4, 2019, they will be assessed one $40 fee if all of the accounts are paid in full within one week of the fee assessment. If there is a discrepancy, or if all of the accounts are not paid in full within that time frame, then the $40 fee will be assessed to each individual account
* ORIGINAL (1976-1979) BACK SERVICE FEE - $50.00
	+ (This applies to anyone who purchased a membership but never used the water.)
* 2014 BACK SERVICE FEE POLICY
	+ If a customer who has purchased a membership at a discounted rate due to the 2014 upgrade project, fails to connect when service is made available, or discontinues water service within 26 months, a Back Service Fee must be paid and will be assessed at a prorated fee as follows:
		- $650 (meter installation cost)
		- -(minus) original $50 membership fee
		- -(minus) total minimums paid during active service months
		- =(equals) Total Back Service Fee
* ACCIDENTAL DAMAGE TO METERS & EQUIPMENT
	+ (First Offense: Fees waived and warning letter issued. Second Offense: Billed to customer at full replacement cost of material, parts, labor and equipment at current prices/rates.)
* UNAUTHORIZED USAGE ACCESS PENALTY
	+ ($125.00 Plus cost of lock, for 1st offense; $250.00 plus cost of lock for 2nd offense.)
	+ ***Any illegal activity or illegal tampering with a water meter, associated equipment and/or any stolen water constitutes theft and will be prosecuted in accordance with state laws. The Sheriff’s Office will be contacted immediately and a report filed if a water meter lock is missing or cut and water is used. Full restitution will be required for the cost of the damaged property, cost of the water consumption and the applicable unauthorized usage access penalty.***
* MULTI HOUSING
	+ (You may have another residence connected to your meter as long as it is between 2 mobiles homes or a mobile home and a house (**two houses cannot be connected**). You MUST contact our office and fill out the required form at the time of connection. (Maximum of 2 residences)

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# LEAK EVENT POLICY (Leaks on Customer’s Side of the Water Meter)

* A customer’s meter will be locked out due to any unattended water leak event which affects the operations of the water system after being given two notifications, either by mail, phone, or face-to-face contact. The lock will be removed when the customer coordinates with the General Manager to have it unlocked in order for the customer to search for and fix their leak.
* If a customer of the water district has a leak that is causing pressure loss, excessive water loss, and/or mechanical issues to the water district’s wells, distribution lines, and equipment, and an operator is required to go to the meter to shut if off more than two (2) times, then beginning on the third (3rd) trip, a $100 fee will be incurred and for each subsequent trip made to the meter to turn it off. This fee will be added to the customer’s account at each event*.*