

**NORTHWEST ALLEN PARISH  
WATERWORKS DISTRICT**



**POLICY MANUAL**

**REVISED 1/16/2024**

Northwest Allen Parish Waterworks District  
P. O. Box 363  
Grant, LA 70644  
(318)634-5256

Welcome to Northwest Allen Parish Waterworks District, located at 4387 Hwy 377 in Grant, LA. We are happy to be able to serve you in the water industry. We strive to provide the best drinking water to our customers.

Our Board of Directors has put together a booklet containing copies of our policies, some of which you will be asked to sign at this time, and others for information and possible future use. Throughout our nearly 40 years of operation, we have found by doing this, it helps us to be able to better serve you.

Please let us know of any problems you may have with the water system. Thank you for allowing us to serve you.

Sincerely,

Board of Directors  
Northwest Allen Parish Waterworks District

#### OFFICE HOURS

8:00 AM - 12 Noon, Monday - Friday

#### MONEY COLLECTIONS

Employees can NOT receive money for water bills or disconnects in the field.



This institution is an equal opportunity provider. To file a complaint of discrimination, write: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD).  
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### CROSS CONNECTION POLICY

State Law requires that those customers watering livestock need to maintain an air gap between the water hose or faucet and container (water trough) to prevent backflow and water contamination.

By state and federal laws, water from a public water system and water from a private well cannot be connected to the same plumbing. This is to prevent the possibility of backflow from your well into the water system. The District is responsible for the quality of water in its distribution system and cannot monitor any water sources other than its own wells.

### BOARD MEETINGS:

Regularly scheduled Board Meetings are held every month on the 2<sup>nd</sup> Monday of the month at 6:00pm at the Water District Office.



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CURRENT RATES  
06/01/21

RESIDENTIAL RATES:

\$ 25.00 per month for the first 2,000 gallons.

6.50 per 1,000, thereafter.

If you wish the Residential Leak Protection, this will add an additional \$1.86 to your bill each month. See below.

COMMERCIAL RATES:

\$ 60.00 per month for the first 5,000 gallons.

6.50 per 1,000, thereafter.

If you wish the Commercial Leak Protection, this will add an additional \$5.16 to your bill each month. See below.

\$1.00 Safe Water Drinking Fee, is applied to all bills each month, as required by the Department of Health and Human Resources.

WE ALSO OFFER **LEAK PROTECTION INSURANCE**, THROUGH SERVLINE INSURANCE, AS OF DECEMBER 1, 2023. THE **RESIDENTIAL RATE IS \$1.86** PER MONTH FOR \$1,000 COVERAGE ON YOUR WATER BILL, IF YOU HAVE A LEAK. IT CAN COVER 2 CONSECUTIVE MONTHS, SINCE LEAKS OFTEN END UP ON 2 WATER BILLS. THIS WILL PAY ALL OF YOUR WATER BILL ABOVE YOUR AVERAGE (12 MONTH PERIOD) WATER BILL.

THE **COMMERCIAL RATE OF \$5.16** PER MONTH, APPLIES TO ALL BUSINESSES, CHURCHES, CEMETERIES, RECREATION DISTRICTS, FIRE STATIONS, OR PARISH FACILITIES.

**EXAMPLE:**

IF YOU HAVE A LEAK AND YOUR WATER BILL IS \$300.00 FOR A MONTH, WE WILL CALCULATE THE AVERAGE OF YOUR LAST 12 MONTHS OF WATER BILLS. FOR THE EXAMPLE, THIS AMOUNT IS \$40.00, SO YOU WOULD ONLY PAY THE \$40.00. YOUR LEAK INSURANCE WOULD PAY FOR THE REST.



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### PAYMENT OF BILL:

Water payments are due on the 1<sup>st</sup> of each month. The failure of a Customer to pay water charges duly imposed shall result in the automatic imposition of the following penalties:

1. Nonpayment within ten (10) days from the due date will be subject to a penalty of ten (20%) percent of the delinquent account.
2. Nonpayment within twenty (20) days will result in a \$25.00 Delinquent fee, which will be applied at the close of business on 20<sup>th</sup> of each month.
3. If past due amount, including the \$25.00 Delinquent fee is not paid by 8:00 am on the 21<sup>st</sup>, your meter will be locked and the water will be shut off from the Customer's property. To get your meter unlocked, you will need to pay your outstanding balance, plus a Reconnect Fee of \$100.00.
4. In the event the bill is not paid before the next billing period, your account will be closed, and your \$50.00 deposit will be applied to your account. If you are a renter, your \$100.00 deposit will be applied to your account. To reconnect, any past due balance must be paid along with a new connection fee: \$100.00, service charge: \$25.00, and a new deposit: \$50.00, rental deposit: \$100.00
5. Payment of these fees will only be accepted during the business hours of 8:00am - 12noon, Monday - Friday.

Water payments can be mailed to the address listed on the bill, or can be dropped off at the water system office located at 4387 Hwy 377. A drop box on the office door is available 24 hours a day. You can sign up for Bank Draft for your water bill. Please fill out the form and return it with a voided check. Bank-draft payments will be taken out of your bank or savings account, during the week of the 10<sup>th</sup> of each month.

Water payments also can be made with a credit card online, by going to our website: **nwallenwater.com**. You will need a Credit or Debit card, the Last Name and part of the street name of the physical address on the Water Bill, and an email address. They do charge 3% and \$0.40 per transaction.

We do not accept partial payments.



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### FEES

THE FEE FOR NEW INSTALLATION OF  $\frac{3}{4}$  X 5/8 METER  
CONNECTION FEE - \$700.00  
RESIDENTIAL SECURITY DEPOSIT - \$50.00

IF A ROAD BORE IS NECESSARY, AN ADDITIONAL CHARGE OF A FLAT FEE OF \$700.00  
WILL BE ADDED. ADDITIONAL CHARGES TO BORE UNDER STATE HIGHWAY.

RESIDENTIAL SECURITY DEPOSIT - \$50.00

RESIDENTIAL RENTER SECURITY DEPOSIT- \$100.00

CONNECTION FEE EXISTING METER (IF WATER IS OFF) - \$100.00

SERVICE CHARGE EXISTING METER - \$25.00

COMMERCIAL DEPOSIT - \$105.00

DELINQUENT FEE - \$25.00

RECONNECT FEE - \$100.00

TAMPERING FINE - \$125.00 Plus cost of lock

NSF CHARGE - \$35.00

METER CHECK REQUEST FEE (TO PULL METER) - \$75.00

**“SAFE DRINKING WATER ACT” FEE/ PER MONTH - \$1.00**

NEW METER LID - \$10.00

RESIDENTIAL LEAK INSURANCE - \$1.86/MONTH

COMMERCIAL LEAK INSURANCE - \$5.16/MONTH

(Updated 1/16/24)



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### METER CHECK REQUEST FEE

There will be NO estimation of water bills due to high water usage. If you believe that your meter is not reading accurately, you may request that your meter be taken out and sent to be tested for a fee of \$75.00.

I hereby understand that I am requesting that my water meter be checked for accuracy and that I will pay a \$75.00 fee for check of said meter in my name at \_\_\_\_\_. I understand that if the meter is accurate, the water district will charge me \$75.00. If it is found that the meter is over charging me, I will not have to pay the \$75.00 fee.

A temporary meter while we are waiting to get your meter tested.

\_\_\_\_\_  
CUSTOMER'S SIGNATURE

PHONE # \_\_\_\_\_

DATE \_\_\_\_\_



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### **SERVICE CHARGE**

If you believe that your meter is not reading properly, you may request that our Operator come out to check your meter for a leak. If there is no leak on the water district's side of the meter and the meter is working properly, you will be charged a \$25.00 service charge. If it is found that the meter has a leak or is not working properly, you will not have to pay the \$25.00 fee. If it is found that there is a leak on your side of the meter, the Operator will notify you.



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## PROCEDURES OF A HIGH WATER BILL

The procedures of a customer having a high water bill are as follows:

- (1) When the meter reader is notified of high usage, while entering the reading in the handheld meter reading device, he will re-check the reading on the meter.
- (2) When the customer calls to inquire about the high usage, they will be asked to read the meter themselves. If the reading the customer gets is higher than the meter reader's reading, then it was read correctly. If the reading the customer gets is lower, then an adjustment will be made to customer's account. If the meter was read correctly the customer will be asked to check for a leak at their residence.
- (3) If the customer requests that an operator be sent out to re-check their meter again, there will be a \$25 service charge.
- (4) If the customer believes their meter is not reading accurately, they may request that the meter be taken out to be tested for a fee of \$75.00. A temporary meter will be installed while the meter is sent to be tested. If the meter is accurate the customer will be charged the \$75. If it is found that the meter is overcharging the customer, they will not be required to pay the fee.
- (5) If the customer has had a high water bill due to an unrecognized leak, the water district will enter into an agreement to make monthly payment arrangements. If the customer has a history of being shut-off for non-payment more than one time, the water district will not offer the plan and all charges must be payable by bill due date.



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### HIGH WATER BILL PAYMENT AGREEMENT

In order to pay out a high water bill, said bill must be paid within the months as follows: Payment plan \$100 - \$299 = 3 month plan; \$300 - \$599 = 6 month plan; \$600 and over = 12 month plan.

I understand that I have incurred a high water bill in the amount of \$ \_\_\_\_\_

at my residence. I am seeking to make monthly payment arrangements as follows:

\$\_\_\_\_\_ per month for \_\_\_\_\_ months.

Beginning on \_\_\_\_\_ **with each payment being due**  
**on the 10<sup>th</sup> of each month.**

**I understand that this amount must be paid monthly along with my regular monthly water bill.**

I understand that if I fail to make monthly payments on time, as listed above, my water service will be disconnected, a \$100 reconnect fee will be applied, and the total amount of all bills will be owed immediately in order to have service reconnected.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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