



**Bayou Macon Water System, Inc.**  
**PO Box 545**  
**Delhi, LA 71232**  
**318.878.2111**

## *Customer Policy Information*

### **GENERAL INFORMATION:**

**Office Hours:** 9:00 AM to 1:00 PM Monday through Thursday.

**Telephone:** 318.878.2111

**After Hours EMERGENCY ONLY:** 318.381.9615

**Mailing Address:** P O Box 545, Delhi, LA 71232

**Physical Address:** 140 Hwy 577 N, Waverly

### **PAYMENTS MAY BE MADE IN PERSON AT THE FOLLOWING LOCATIONS:**

*Bayou Macon Water System, 140 Hwy 577 N, Waverly 9-1 Mon-Thurs - Drop Box Available*

### **BILLING INFORMATION:**

<i>Minimum (0-2000)</i>	<i>Over 2000 Gallons</i>
<i>Rate 1 \$21.00</i>	<i>\$5.5 per thousand</i>
<i>Rate 2 \$31.00 (taxed)</i>	<i>\$6.5 per thousand (commercial)</i>

All billing charges are mailed out at the end of the month. All charges billed to you are due by the 15<sup>th</sup> and delinquent after the 16<sup>th</sup> of the month. On the 16<sup>th</sup> of the month a late fee of \$10.00 + 10% will be applied. Failure to receive a bill does not relinquish your responsibility to pay the bill. Call the office to see what you owe.

**WATER IS SUBJECT TO BEING CUT OFF AFTER THE 15<sup>TH</sup>.** All bills should be paid in full by the 15<sup>th</sup> of the month to prevent shut off.

**CUTTING OR DESTROYING A LOCK** will result in charges of theft of services filed with the sheriff's department and there is also \$100 tampering charge added to your account.

**A LARGE BILL MAY BE DUE TO A LEAK** and loss of water can be hard to detect. Some are bathroom leaks seeping into septic tanks. Some follow pipes or cracks in rocks and do not surface for several feet. The commode hanging is a very common cause, and much water can be lost before being detected. If you suspect a leak, make sure everything is turned off in your home (inside and outside). If the meter is still running, you have a leak. Any water passing through the meter is your responsibility.

**THE CUSTOMER WILL BE CHARGED** for loss or damages to meter box lids. The lids should be kept on the boxes to prevent freezing and to keep trash and reptiles out of the boxes.

**METER BOXES** are left unlocked so employees can gain easy access to the meter. However, this does not give permission to tamper with the meter in any way. (Tampering charge \$100)

CUT OFF VALVES, PRESSURE REGULATORS, CHECK VALVES or back flow preventors are strongly recommended for the customers own protection, as no one wants to pay for water they did not use.

METERS MUST BE ACCESSIBLE TO WATER DISTRICT PERSONNEL. Customers could be charged when a meter is inaccessible by a fence, dogs, locked gates, etc. You are responsible for all water going through the meter as long as the account is in your name. When you move, notify the water office as soon as possible so that you will not be charged for water someone else has used.

ILLEGAL CONNECTIONS TO A WELL IS IN VIOLATION of State Health Department and BMWS rules. There must be an air space between any well water line and the public water line. More than one dwelling or business hooked to the same meter is a violation and all water rights could be lost.

CATASTROPHIC WATER LEAK adjustments can be made if you water bill is three times your normal use, you may qualify for an adjustment. *This can be done only once during a three-year period*, and you must contact the water office to request this adjustment. If you do qualify, you will be required to sign an agreement of conditions.

ALL DWELLINGS AND BUILDING MUST BE AT LEAST 15 FEET FROM THE MAIN WATER LINE. A septic tank or lateral line must be at least 15 feet from the main or private water lines.

### **DISCONNECT NOTICES:**

*Disconnect notices for non-payment are mailed out with your bill.*

- ▶▶ Following a disconnection notice, water service is subject to disconnection for non-payment anytime without further notice.
- ▶▶ To prevent disconnection, payment should be made and received at this office before the 15<sup>th</sup> of the month or make suitable arrangements before the disconnect date.
- ▶▶ Only 1 pay extension every 6 months will be granted per account.
- ▶▶ If a service man comes to your property for the purpose of a disconnect, a reconnect fee of \$25.00 will be imposed regardless of whether service is actually disconnected or not.
- ▶▶ If disconnected for non-payment, the following will be required for service to be restored.

*Balance due plus Reconnection fee as set by the Board of Directors must be paid before service will be restored. Upon disconnection, service will not be restored until the next business day.*

**Reconnect: A non-refundable fee of \$25.00 will be charged on all reconnects.**

- ▶▶ Reconnections shall be made during normal field working hours.
- ▶▶ Payments received after 1 PM will be posted the next business day and reconnection may be the next day, depending upon workload.

### **DEPOSIT & SERVICE CHARGE INFORMATION:**

Deposit~\$75.00~ will be refunded to customer after termination of service and after all balance due has been satisfied.

Service Charge~ A service charge of \$25 will be charged on all connections.