

**What are the current residential and commercial rates for water, sewer & refuse? When was the last increase?**

YEAR 2016 to 2020	Residential Minimum 0 - 4,000 gallons	Residential Rate	Commercial Minimum 0 - 4,000 gallons	Commercial Rate	Based on per 1,000 gallons
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WATER	\$7.60	Tier 1: \$3.78 Tier 2: \$4.73 Tier 3: \$5.67	\$27.14	Tier 1: \$4.73 Tier 2: \$5.20 Tier 3: \$5.67	next 16,000 gallons next 20,000 gallons over 40,001 gallons
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SEWER	\$7.13	Tier 1: \$2.03 Tier 2: \$2.54 Tier 3: \$3.05	\$25.48	Tier 1: \$2.54 Tier 2: \$2.79 Tier 3: \$3.05	next 16,000 gallons next 20,000 gallons over 40,001 gallons
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REFUSE (PER CAN)	\$6.61	\$13.23
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**What are the current water rates for a floating meter? Deposit?**

YEAR 2016 to 2020	Minimum 0 - 4,000 gallons	Rate	Based on per 1,000 gallons	DEPOSIT
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WATER	\$90.70	Tier 1: \$3.78	next 16,000 gals	\$945.00
		Tier 2: \$4.73	next 20,000 gals	
		Tier 3: \$5.67	Over 40,001 gals	

**WHAT WILL I NEED TO SET-UP NEW WATER SERVICES? WHAT ARE THE TAPPING FEES? IS THERE AN APPLICATION?**

If residential property and owner of property itself:

- Permit release slip from Permit Office
- Proof of ownership (settlement statement, bill of sale) with both your name & physical address
- Driver’s license
- 2 separate money orders or checks (our Belle Chasse office accepts cash)

1). Meter installation fee (varies depending on size and location) See chart below.

2). \$35.00 for the Deposit

If residential property but you are a renter/leasee, or family property:

- Permit release slip from Permit Office
- A copy of lease stating you’re responsible for the water, OR a letter of permission from landlord or family member giving you permission to put the water in your name OR we do have a form in which the landlord can fill out.
- Driver’s license
- 2 separate money orders or checks (our Belle Chasse office accepts cash)

1). Meter installation fee (varies depending on size and location) See chart below.

2). \$75.00 for the Deposit

If commercial property, LLC, (Agriculture, farm, etc.):

- Permit release slip from Permit Office
- A copy of lease or settlement statement OR we do have a form in which the landlord can fill out.
- Driver’s license
- 2 separate money orders or checks (our Belle Chasse office accepts cash)

1). Meter installation fee (varies depending on size and location) See chart below.

2). \$125.00 for the Deposit

TAPPING FEES AS PER ORD SEC 22-9						
METER SIZES	SAME SIDE STREET AS WATER LINE	OPPOSITE SIDE OF STREET	4-LANE HWY WITHOUT RAILROAD SAME SIDE	4-LANE HWY WITHOUT RAILROAD OPPOSITE SIDE	4-LANE HWY WITH RAILROAD SAME SIDE	4-LANE HWY WITH RAILROAD OPPOSITE SIDE
3/4"	\$200	\$250	\$200	\$300	\$200	\$350
1"	\$650	\$975	\$650	\$1,800	\$650	\$2,525
1 1/2"	\$1,220	\$1,630	\$1,220	\$2,125	\$1,220	\$2,690
2"	\$1,545	\$2,075	\$1,545	\$2,690	\$1,545	\$3,100

Yes, there is a required application for new installations that has to be filled.

## **WHAT WILL I NEED TO SET-UP A NEW ACCOUNT WITH PRE-EXISTING WATER SERVICES? IS THERE AN APPLICATION?**

If residential property and owner of property itself:

- Proof of ownership (settlement statement, bill of sale) with both your name & physical address
- Driver's license
- 2 separate money orders or checks (our Belle Chasse office accepts cash)
  - 1). \$20.00 for Administration Fee
  - 2). \$35.00 for the Deposit

If residential property but you are a renter/leasee, or family property:

- A copy of lease stating you're responsible for the water, OR a letter of permission from landlord or family member giving you permission to put the water in your name OR we do have a form in which the landlord can fill out.
- Driver's license
- 2 separate money orders or checks (our Belle Chasse office accepts cash)
  - 1). \$20.00 for Administration Fee
  - 2). \$75.00 for the Deposit

If commercial property, LLC, (Agriculture, farm, etc.):

- A copy of lease or settlement statement OR we do have a form in which the landlord can fill out.
- Driver's license
- 2 separate money orders or checks (our Belle Chasse office accepts cash)
  - 1). \$20.00 for Administration Fee
  - 2). \$125.00 for the Deposit

Yes, there is a required moving-in application for new services that has to be filled.

**WHAT IS REQUIRED WHEN I MOVE FROM MY CURRENT LOCATION (FINAL BILLING) ?**

We require something in writing from our customers providing the Water Department with the date water requested off, a forwarding address, current phone #, & your account #. This can be mailed, emailed, or a final billing form can be filled out in our office.

We do not transfer deposits. All deposits are applied toward the final bill (any remaining credit balances will be processed, checks will be cut and mailed out). If you are moving to another location within the parish then you are required to pay a new deposit and fees (administrative or tapping) along with the completion of another application.

**WHAT HAPPENS IF I HAVE A LEAK? IS THERE AN ADJUSTMENT AVAILABLE? HOW MANY?**

Sec 22-27 of the Parish Ordinance (policies and procedures for adjustments to water bills) addresses leak adjustments.

No water user shall receive more than 2 administrative adjustments on a water bill during a one-year period, January 1<sup>st</sup> through December 31<sup>st</sup> of each year.

It is not an automatic qualification.

First, a leak adjustment form/affidavit must be filled out at or brought to our office after a leak is identified and repaired. Customer must provide us with store or plumber's receipts and the exact location of the leak. Then, the usage for the leak month is put into a formula (using the historical average consumption, from one month but for no more than twelve months). In order to qualify for a leak adjustment, the consumption (during leak) must be two (2) times greater than the prior month moving average.