

PLEASE KEEP THIS FOR FUTURE REFERENCES

PLAQUEMINES PARISH WATER DEPT CUSTOMER CHECKLIST

Belle Chasse Office (504)934-6520 Fax (504)934-6529
East Bank Office (504)934-7350
Port Sulphur Office (504)934-3700

- Office Hours – Monday thru Friday 7:30 – 4:00 unless noted for holidays

- EMAILS (EBILLS) ARE STRONGLY SUGGESTED DUE TO MAIL ISSUES

- Refuse is automatically charged on your water bill. Solid Waste Dept should be contacted for refuse (trash) pickup and/or disposal and any discrepancies. They issue the cans. You are charged by the # of cans issued. The fee is added to your monthly water bill (\$6.61 for residential & \$13.23 for commercial per can) The cost of each additional /replacement can is \$51.87 This is part of your minimum bill
Solid Waste North (504)391-8275 Solid Waste South (934)934-3705.
- Inframark should be contacted for all problems involving main line leaks, fire hydrants, new taps, water outages, etc. Inframark's after hour/emergency number is (504)391-2386 or during business hours you can call (504)392-4177.
- Bills are hand delivered to the Post Office by at least the 1st of each month. Should you not receive a bill by the 1st week of the month, please call our office for your balance. **All 2 month bills will be assessed a \$20.00 fee and due for disconnection, all fees are applied through our system automatically & no exceptions will be made.**
- Any customers tampering with meters (i.e. cutting locks, wires, turning water back on, covering meters, etc.) will be assessed a fee no less than \$30.00 and will go up depending on the damages occurred. New electronic meter damage charges will apply as well for replacement and or parts.
- Meters should be accessible to the meter readers & maintenance crew at **ALL** times. Please **DO NOT** cover up, landscape around meter (no flowers, grass etc.). **DO NOT** place pets near water meters. New Construction – **DO NOT** place water meters in driveways. Any repairs where a meter is place in driveways will be subject to having cement broken up and the Parish will **NOT** be responsible for those repairs.
- All changes to water accounts must be done in writing (i.e. address changes, request for information, move outs {unless move out is put in writing you are still held responsible for water until you request in writing to have account taken out of your name} etc. Deposits are applied towards final bills & are not transferable. Any remaining credit balance will be processed & the Finance Department will cut a check to be mailed out.
- Make sure **all checks or money order payments have the account # on them**, *even if you include your payment stub.*
- Any request for 911/physical address changes on bills should be handled with the GIS dept, James Madere @ (504)934-3659. A form should be forwarded to us with any corrections.
- Billing begins when accounts are set up. Zero/No usage will generate a minimum monthly bill. All others are billed monthly according to usage. A minimum bill consists of **Water, Sewer and Refuse**. (unless there is a **CONTRACT** for garbage pickup and if no sewer is available ***YOU MUST NOTIFY US OF EITHER***) A minimum bill is from 0 to 4000 gallons of water (**even if no water is used**) Your bill starts the month after setting up service.

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