



WEST VERNON PARISH WATERWORKS DISTRICT

P.O. Box 400 ~ 5292 Hwy. 171 ~ Anacoco, Louisiana 71403

Ph. (337) 238-2656 - Fax (337) 238-2658

Website: <https://wwwater.myruralwater.com> ~ E-mail: wwwater@gmail.com

***To pay your bill online - visit our bill-pay website: <https://wwwater.myruralwater.com>**

NOTE: There is a charge assessed to pay your bill through the online portal. The fees are 2.75% of your bill plus .50 cents AND if you call or come into the office to use your debit or credit card the same fees are applied. We process all card payments through Xpress-Pay.com

PLEASE NOTE: We do not partner with any other online payment website. We **ONLY** use Xpress-pay.

***Websites such as Doxo ARE NOT AFFILIATED AS AN OFFICIAL PAYMENT GATEWAY and are considered 3rd party sites NOT authorized by West Vernon Water. *If you make payments through those sites your payments may not get to us in a timely manner resulting in late fees and possible disconnection of service.**

FEE SCHEDULE

RESIDENTIAL

0 to 2,000 Gallons **\$30.00** Base Rate
Each additional 1,000 gallons **\$ 6.50**

COMMERCIAL

0 to 10,000 gallons **\$75.00** Base Rate
Each additional 1,000 gallons **\$ 6.50**

****In addition to the water rates there is a \$1.00 monthly fee for the State of Louisiana Dept. of Health Safe Drinking Water Act Fee. This fee is required to be charged to the customer and collected by the district. The fee is shown on your bill as the SDWA amount.**

(Annually the base water rate charge will increase 1 ½%)

DEPOSITS:

Establishment of service at EXISTING meter connection

New Customers: \$ 75.00 Deposit – Homeowner

\$ 100.00 Deposit – Renter

Service Connection Fee: \$50.00 – Homeowner and Renter – NON-REFUNDABLE FEE

Establishment of a NEW Service Connection (tap)

Water Meter, Meter Box & Parts: \$975.00 - Includes Homeowner's Deposit of \$75.00 - **DOES NOT INCLUDE ROAD BORE.*

Road Bore Cost: If a road bore is required the fee is \$750.00 and up. Price is based upon actual charges incurred by the district from the subcontractor. **Additional charges apply to bore under a state highway.*

Bills are due by the 15th of each month – Penalty for paying bill after due date of 15th each month = 10% late charge.

Disconnect date is the 25th of each month - You will receive a letter of non-payment should your account not be paid in full by the 15th of each month. *This will be your only notice prior to disconnection of service that begins on the 25th of each month.*

OTHER FEES:

Re-Read Meter Request Fee: \$40.00 Fee – If the reading is correct and verified by the field staff. **If meter has been misread by field staff there is no charge** and the appropriate usage adjustment of overcharge/undercharge will be made to the customer's account.

***After hours service calls are NOT OFFERED for re-connection of disconnected delinquent accounts. ***

You will need to pay the necessary fees the next business day for service to be re-connected.

Fire Hydrant Bulk Usage Deposit - \$100.00 **Fire Hydrant Bulk Rate Usage Fees: \$10.00 per 1,000 gallons used**

Service Call: During business hours: \$25.00 for any service calls *that are not at the fault of the water district*, such as shutting the valve off for leaks, suspected leaks, etc.

After hours: \$35.00 *(this does not include a Re-connection of delinquent services lock-out)*

Damage to Water Meter - \$100 Fee and up. This includes intentional or accidental damage done to meter box and lid with lawnmowers, fires, etc. Any meter lock removal or damages are punishable by law as listed below.

Meter Tampering of Meter Locks, Boxes and Illegal Tie-ins - \$500 Fee AND a free ride in the Vernon Parish Sheriff's Office car to the parish jail.

It is a VIOLATION of Louisiana Law per RS 14:67.6 to cut meter locks or otherwise tamper with water meters. Violators will be prosecuted.

Damage to District Water Lines – Fees based upon actual damages, parts & labor that is calculated by the District Operator at the time of repair.

Restoration of Service for Delinquent Account – \$50.00 service fee, plus deposit (when applicable) along with any past due amount owed on the account.

Meters are read between the 20th and 25th of each month and bills are mailed around the 1st of the following month.

Office Hours: *Monday through Friday – 8 a.m. to 4 p.m. and we CLOSE from 12 to 1 p.m. for LUNCH. CLOSED ON SATURDAYS & SUNDAYS*

**We have two drop boxes available 24 hrs. daily for your convenience. The main drop box is located at the office and is the black box facing the driveway. The 2nd drop box is located at 153 Burns Road, off of W. Hawthorne Road, Leesville, LA and is also the black box facing the driveway at the gate.*

FOR EMERGENCIES ONLY - (DO NOT call the after-hours service for billing related questions as they cannot help you with those issues):

Call the office telephone number at (337) 238-2656 and our after-hours answering service will relay the message to our on-call staff.

***All policies, rates and fees are subject to change at any time in accordance with the policies and procedures adopted by the WVPWD Board of Directors**