

LENA WATER SYSTEM
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LENA WATER SYSTEM POLICY

- 1. ALL BILLS ARE DUE BY THE 15TH OF EACH MONTH AND MUST BE PAID IN FULL.**
- 2. WATER BILLS CAN BE PAID ONLINE ON OUR WEBSITE (WWW.LENAWATERSYSTEM.COM) A 4% CHARGE WILL APPLY. PLEASE DO NOT USE DOXY.COM, THIS IS NOT US AND IT TAKES 7-10 DAYS TO RECEIVE PAYMENT. DEPOSITS, CONNECTIONS, RECONNECTS, AND ETC. MUST BE PAID IN THE OFFICE NOT ONLINE.**
- 3. IT HAS BEEN ADOPTED AND APPROVED BY THE BOARD OF DIRECTORS THAT ANY BILLS PAID AFTER THE 15TH WILL CONTINUE TO HAVE 10% PENALTY CHARGE ADDED. YOU WILL HAVE UNTIL THE 20TH OF EACH MONTH TO PAY THE BILL IN FULL. BILLS NOT PAID BY THE 20TH WILL HAVE THEIR WATER SERVICE DISCONTINUED.**
- 4. TO HAVE YOUR WATER SERVICE RESTORED, YOU MUST PAY YOUR BILL IN FULL PLUS \$35.00 RE-CONNECT FEE.**
- 5. IN SOME CASES METERS ARE LOCKED INSTEAD OF PULLED. WHEN THEY ARE LOCKED, WE PUT A LOCK OR SEAL ON THEM. IF THIS LOCK OR SEAL IS BROKEN OR TAMPERED WITH BY SOMEONE OTHER THAN OUR SERVICE PERSONNEL, WE HAVE THE RIGHT TO PROSECUTE AND, OR CHARGE A \$50.00 BROKEN/CUT SEAL FEE IN ADDITION TO RE-CONNECT FEE.**
- 6. A FEE OF \$100.00 WILL BE CHARGED FOR METER TAMPERING AND METER BOX REPLACEMENT WILL BE \$50.00.**
- 7. IF THE 15TH FALLS ON SATURDAY, SUNDAY, OR A HOLIDAY, YOU CAN PAY ONLINE OR THERE IS A DROP BOX AT THE OFFICE. IF YOU DO NOT WISH TO USE THE DROP BOX YOU NEED TO MAKE ARRANGEMENTS TO PAY THE BILL BEFORE THE 15TH. THE PENALTY WILL BE ADDED ON THE 16TH.**
- 8. A DEPOSIT OF \$50.00 IS REQUIRED FOR EVERY METER.**
- 9. A \$560.00 NON-REFUNDABLE) INSTALLATION FEE IS REQUIRED (IN ADDITION TO THE \$50.00 DEPOSIT) IF THERE HAS NEVER BEEN A METER THERE BEFORE. AN EXTRA CHARGE WILL BE REQUIRED IF A ROAD BORE IS NEEDED AND WILL DEPEND ON CONTRACTOR CHARGE WHICH IS CURRENTLY \$875.00.**
- 10. TO HAVE A METER CONNECTED AND A METER WAS THERE PREVIOUSLY, A \$35.00 CONNECTION FEE WILL BE CHARGED IN ADDITION TO THE \$50.00 DEPOSIT.**
- 11. A FEE OF \$25.00 WILL BE CHARGED TO RE-READ A METER IF READING IS RIGHT, AND FOR RETURNED CHECKS.**
- 12. THERE IS A NO ADJUSTMENT POLICY! IF YOU HAVE A HIGH WATER BILL, YOU CAN CALL THE OFFICE FOR PAYMENT ARRANGEMENTS.**
- 13. THE CUSTOMER WILL INSTALL AND MAINTAIN AT HIS EXPENSE, SERVICE LINES FROM THE POINT OF DELIVERY TO THE POINT OF USE AND A CUT-OFF VALVE ON CUSTOMER'S SIDE OF METER. THE ONE IN METER BOX IS FOR COMPANY USE.**
- 14. THE WATER SYSTEM IS RESPONSIBLE FOR THE METER AND ANY LEAKS IN FRONT OF THE METER. THE CUSTOMER IS RESPONSIBLE FOR ANYTHING BEHIND THE METER.**
- 15. IT IS RECOMMENDED THAT IF YOU LIVE IN A MOBILE HOME OR AN AREA WITH HIGH WATER PRESSURE THAT YOU INSTALL A PRESSURE REGULATOR AT YOUR OWN EXPENSE.**

16. THE METERS ARE READ EACH MONTH. THE METER READERS USUALLY START READING METERS AROUND THE 21ST OF EACH MONTH AND TRY TO FINISH BY THE END OF THE MONTH. (ACTUAL DATES MAY VARY DEPENDING ON THE MONTH AND WEATHER). THE METER READERS MUST HAVE FULL ACCESS TO THE METER AT ALL TIMES.

17. LEAKS NEED TO BE REPORTED TO THE OFFICE. WORK ORDERS ARE ISSUED FOR ANY WORK THAT HAS TO BE DONE.

18. A METERED SERVICE CONNECTION IS FOR THE SOLE USE OF THE APPLICANT OR CUSTOMER. CUSTOMERS SHALL NOT PERMIT THE EXTENSION OF PIPES FOR THE PURPOSE OF TRANSFERRING WATER FROM ONE PROPERTY TO ANOTHER, FROM ONE POINT OF USE TO ANOTHER, NOR SHARE, RESELL, OR SUB-METER WATER TO ANY OTHER PERSON OR ENTITY. THIS MEANS ONLY 1 HOUSEHOLD PER METER. IF WE FIND 2 HOUSEHOLDS ON 1 METER WE HAVE THE RIGHT TO DISCONNECT THE METER.

19. CROSS CONNECTION POLICY: THE MEMBER SHALL BE RESPONSIBLE FOR THE ELIMINATION OR PROTECTION OF ALL CROSS-CONNECTIONS ON HIS/HER PREMISES. THE MEMBER SHALL DISCONNECT FROM ANY PRIVATE WELL, OR AUXILIARY WATER SUPPLY PRIOR TO CONNECTING TO THE LENA WATER SYSTEM. THE MEMBER SHALL AT HIS EXPENSE INSTALL, MAINTAIN AND TEST OR HAVE TESTED, ANY AND ALL BACKFLOW PREVENTION DEVICES OR METHODS ON HIS PREMISES. THE MEMBER HAS THE TOTAL RESPONSIBILITY OF PREVENTING CONTAMINANTS AND POLLUTANTS FROM ENTERING THE WATER SUPPLY AT HIS / HER SERVICE CONNECTION. THE LENA WATER SYSTEM SHALL HAVE THE RIGHT TO ENTER ANY PROPERTY TO INSPECT FOR CROSS-CONNECTIONS OR APPROVED BACKFLOW DEVICES. IN THE EVENT OF A BACKFLOW INCIDENT, THE MEMBER SHALL IMMEDIATELY NOTIFY THE LENA WATER SYSTEM OF THE INCIDENT AND TAKE STEPS TO CONFINE THE CONTAMINATION OR POLLUTION. WATER SERVICE WILL NOT BE RESTORED UNTIL CORRECTIVE ACTION IS TAKEN AND APPROVED. UPON REQUEST ENTIRE POLICY CAN BE OBTAINED FROM OFFICE.

20. MONTHLY BOARD MEETINGS ARE HELD THE 2ND TUESDAY EVERY 3 MONTHS @ 6:00 P.M. AT THE OFFICE. (JANUARY, APRIL, JULY, AND OCTOBER). OFFICE HOURS ARE MONDAY – FRIDAY 8:00 A.M. – 4:00 P.M AND CLOSED HOLIDAYS.

21. FOR AFTER HOUR EMERGENCIES YOU CAN CALL THE OFFICE NUMBER 318-793-2296 TO GET THE ON CALL SERVICEMAN'S NUMBER FROM THE ANSWERING MACHINE.

22. RADIO METERS HAVE BEEN INSTALLED. SERVICEMEN DO NOT PHYSICALLY GET OUT OF VEHICLE TO READ THE METERS ANY MORE. THESE METERS CONTAIN VITAL PARTS FOR THE METER TO WORK PROPERLY. REMOVING OR DAMAGING THESE PARTS WILL RESULT IN CHARGES TO THE CUSTOMER.

LENA WATER SYSTEM IS AN EQUAL OPPORTUNITY PROVIDER

