

Billing and Bookkeeping:

C & N Computer Services

774 Acorn St

Jena, LA 71342

318-316-5438

Annual Audit:

Vercher Group, CPA

318-992-6348

WATER SYSTEM BILLING RATES

****NOTICE**** NOTICE AS OF 08/1/2024 (Previous rate increase 10/28/2016) TO ALL SUMMERVILLE ROSEFIELD WATER SYSTEM CUSTOMERS THAT RATES WILL BE INCREASED AS NOTED BELOW:

New water system rates will take effect June 1, 2025.

Residential Water (One House on meter)

Minimum	\$36.00	First 2000 Gallons
	\$11.75	per 1000 Gallons thereafter

Commercial Water

Minimum	\$43.00	First 2000 Gallons
	\$11.75	per 1000 Gallons thereafter

SALES TAX RATES ON ABOVE

Residential Consumption Only	Tax Exempt
All other usage	2% Sales Tax

Beginning January 1, 2017 an Annual Louisiana State Fee levied by State of \$12.00 will be charged to each customer by adding \$1.00 per month.

SYSTEM POLICY ON DELINQUENT ACCOUNTS

Accounts are due and payable IN FULL by 21st of each month. Accounts that are not paid IN FULL by 22nd will be assessed a Late Fee of \$20 and will be considered to be Past Due. Accounts that continue to be Past Due by the 1st of the following month will be sent a Disconnect Notice along with their new month's bill stating that meter will be locked on the 11th of that month if account past due balance is not Paid IN FULL by the 10th. If the account continues to be past due on the 11th of the month then lock will be placed on meter until past due balance is paid in full. A \$40 Additional Late Fee will also be assessed.

IMPORTANT MESSAGE FROM WATER SYSTEM

Anyone cutting System locks that have been placed on meter by Water System or damaging meter in order to turn water back on after System has locked meter is subject to Federal Law Violation and will be prosecuted by Summerville Water System and will also be charged a Lock Replacement Fee of \$50.00 for lock on first offense. 2nd Offense or more will be legally prosecuted and will probably have to serve jail time. Tampering with meter includes cutting ears of meters, cutting locks or tampering with water system meter in any way that causes system to have to spend money to repair damages.

Customers Requesting That Meter be Re-Read

Anyone that feels that meter may have been mis-read can request to have meter re-read. However, if when meter is re-read the original reading was correct the person requesting re-read will be charged a \$20 Re-Read Fee. Another option if you feel that meter was mis-read would be to re-read the meter yourself to see if lower than original reading. If so then request a re-read and you will not be charged the Re-Read Fee.

Policy on more than one residence on one meter.

According to recent changes by the Board of Directors only one residence is allowed per meter. In order for second residence to be supplied with water that residence must have its own meter and be registered with owner of the second residence's Name and Mailing Address. Cost for new meter is shown above under Meter Connection Prices.

Policy on changing of person living on property that System water meter supplies water to.

When person that paid Connection Fee moves or leaves property that System water meter supplies water to and someone else moves into that same property a Re-connection Fee of \$200.00 (includes \$100.00 refundable deposit) must be paid by person moving into that property before water can be reconnected. Call (318) 316-5438 to make arrangement to paid Reconnection Fee. Options are 1) give us new owner's name and address and we can mail an invoice for Reconnection Fee so that new owner can mail check or 2) come to our office (C & N Computer Services) at 774 Acorn Street, Jena, LA 71342 and pay Reconnection Fee. Once fee is paid we will contact meter reader and have lock removed from meter. Meter reader does not turn water valve on when taking lock off as there may be faucets on or leaks in line. Owner can turn on valve at meter when he is ready for water.

Policy on NSF payments.

All payments returns as NSF or Account Closed will be billed back to account plus a \$25.00 NSF Fee will be added to account.

Leak Loss Protection Available to all Customers as of February 1, 2023


Dear Water System Customer,

Louisiana Rural Water Association has partnered with Servline and Summerville Rosefield Water System to offer you their Leak Loss Protection Program. This program will pay up to \$1,000.00 per occurrence once per year, February 1, 2023 to January 31, 2024, in the event you have a costly water bill due to covered leaks or line breaks. The Leak Loss Protection Program covers the costly water utility bill once the active cause of the leak has been repaired. Once the leak is fixed you contact Servline at 318-374-8262 and meet their requirements like picture of leak, sales receipts for cost of material to fix leak, etc to prove you had a leak and not filling a swimming pool. Once you meet their requirements they will reimburse you for your high water bill up to \$1,000.00 only once a year. This coverage is strictly between you and Servline. No need to call Summerville Rosefield Water System or the Board of Directors, everything is handled thru Servline.

Each water system customer has automatically been enrolled in this program, however, if you do not want this coverage all you have to do is contact Servline at 318-374-8262 and tell them that you do not want this coverage and in turn Servline will contact Summerville Rosefield Water System and have the charge removed from your monthly bill. Due to State Law the Board of Directors are legally not allowed to adjust high water bills for customers so if you opt out of this opportunity to cover any unexpected high water bills the Board of Directors will not be able to help by lowering your bill. It will be your responsibility to pay for any unexpected higher than normal water bill due to a leak in your line on your side of the meter. The Leak Loss Protection Program does not pay for the repair cost such as material to fix leak, plumber's bill, etc. It does pay once a year for the higher than normal water bill owed to water system.

You may contact Servline at 318-374-8262 and request a copy of the full terms and restrictions.

At Summerville Rosefield Water System we are always looking for ways to help our customers with these unexpected extremely high water bills due to leaks.

This institution is an equal opportunity provider 

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