

EAST JENA WATER SYSTEM, INC

BOARD OF DIRECTORS

President:	James Robbins
Vice-President	Ronnie Steele
Director	Kenny Robertson
Director	Brian Robertson
Director	Larkin Jackson
Meter Reader	Kirby Jones
Operator/Maintenance	John Smith
Bookkeeper	Carl Newburg

Monthly water bills are mailed on the 1st of each month and due by the 20th of that month. Bills not paid by the 20th will be assessed a 10% penalty. Water bills that continue to be past due by the 5th of the following month are subject to being locked. In order to have meter unlocked customer must pay past due balance owed in full plus a Reconnect Fee of \$50.00.

Phone Numbers:

Maintenance: 318-992-3530

Billing: 318-316-5438

Bills may be paid by the following methods:

- 1) Mail payment to P O Box 155, Jena, LA 71342
- 2) Take payment with billing stub to Southern Heritage Bank Drive-In Window, Jena, LA 71342
- 3) Call 318-374-1249 and pay by Debit or Credit Card. A small convenience fee will be added to your payment. You will need your account number and last four digits of your phone number that is on file with water system. If you get an error message please call (318) 316-5438 for help.
- 4) Pay online at <https://cncomputerservices.qpaybill.com>. A small convenience fee will be added to your payment. You will need your account number and last four digits of your phone number that is on file with water system. If you get an error message please call (318) 316-5438 for help.
- 5) Have your payments paid by monthly Bank Draft. Just call (318) 316-5438 and tell us the name of your bank and your checking account number. Your bill will be automatically paid starting the next billing month. You will continue to get a copy of your bill that will have PAID BY DRAFT printed on it along with the amount that was drafted.

WATER SYSTEM RATES

Residential	First 2000 Gallons:	\$25.41
	Each 1000 Gallons Thereafter:	\$4.70
Commercial	First 2000 Gallons:	\$25.41
	Each 1000 Gallons Thereafter:	\$4.70
Louisiana Safe Drinking Water Fee (per meter)		\$1.00
Town of Jena Fire Protection (Mandatory per meter)		\$3.50
Whitehall Vol Fire Protection (Voluntary)		\$3.00
Servline Leak Loss Insurance		\$1.80

SALES TAX RATES ON ABOVE

Residential Consumption Only	Tax Exempt
All other usage	4% Sales Tax (Effective 7/1/2016 – 6/30/2018)

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 20th of each month. Accounts not paid In Full by 21st will be assessed a 10% Late Fee and will be considered 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. If meter has to be locked a \$50.00 Lock Fee will be assessed the account.

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 East Jena Water System and will also be charged a Lock Replacement Fee of \$35.00 for lock. According to System Policy each customer should have his own cut-off valve near the meter. Water customers should not tamper with meter in any way.

Customers Requesting That Meter be Re-Read

Anyone that feels that meter may have been miss-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 miss-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. (Exception to above were meters that were Grandfather In when this policy took effect)

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 must be paid by person moving into that property before water can be reconnected. See Reconnection Fee above. Call (318) 992-6938 to make arrangement to get an Application for Meter Reconnection. If you have Internet and a printer you may click on option on this website to print this application. You may mail your application with your deposit to P O Box 1909, Jena, LA 71342 or take Application with payment to Sabine State Bank in Jena, LA. 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 his valve when he is ready for water.

Meter Connection Rates

Meter Reconnect (where there’s already a meter there) Rates

Landowner	\$50.00 Refundable Meter Deposit
Renter	\$150.00 Refundable Meter Deposit
PLUS	
Reconnect Fee	\$25.00
Total for Landowner	\$75.00
Total for Renter	\$175.00

New Meter Installation Rates

Residential ¾’ Meter	
Meter Fee	\$200.00
Installation Fee	\$300.00
Refundable Deposit	\$ 50.00
Total Residential Install	\$550.00
Commercial 1” Meter	
Meter Fee	\$500.00
Installation Fee	\$300.00
Refundable Deposit	\$ 50.00
Total Commercial Install	\$850.00