



# WARD 4 - CALCASIEU PARISH

Board of Directors: Steve Belshe, Theresa Bell, Kent Chamblee, Ray Taylor and Richard Boenig

Office Supervisor: Kelly Riley

Plant/Field Supervisor: Jay Picard

PLEASE FILL OUT, SIGN AND RETURN:

- CUSTOMER ACTIVITY SHEET
- SIGNED USER AGREEMENT
- COPY OF VALID ID (DRIVERS LICENSE)
- \$25.00 or \$75.00 (NON-REFUNDABLE TRANSFER FEE)
- IF RENTING COPY OF LEASE
- OWNING PROOF OF OWNERSHIP (CASH DEED)

ONCE ALL PAPERWORK AND FEE IS RECEIVED THE WATER WILL BE IN YOUR NAME WITHIN TWO BUSINESS DAYS

## BUSINESS HOURS:

MON-THUR

7:00AM-12:00PM

12:30PM-4:30PM

FRIDAY

7:00 AM-11:00 AM

IN OFFICE WE ONLY ACCEPT CASH, CHECK  
OR MONEY ORDER  
AND DEBIT/CREDIT CARDS  
AFTER HOURS THERE IS A NIGHT DROP BOX  
NORTH OF THE ENTRANCE GATE  
(IF DROPPED IN NIGHT BOX PLEASE ONLY CHECK OR  
MONEY ORDER)

**Waterworks District 9 Ward 4**  
*customer information sheet residential water service*

Own\_\_\_\_\_

Rent/Lease\_\_\_\_\_ Name of Landlord\_\_\_\_\_

Name\_\_\_\_\_

Service Address\_\_\_\_\_

Mailing Address\_\_\_\_\_

SS#\_\_\_\_\_ Valid Photo ID#\_\_\_\_\_ Date of Birth\_\_\_\_\_

Primary Phone#\_\_\_\_\_ Secondary Phone#\_\_\_\_\_

Email Address\_\_\_\_\_

Place of Employment\_\_\_\_\_ Wk#\_\_\_\_\_

Address\_\_\_\_\_

Spouse or Roommates Name\_\_\_\_\_

Place of Employment\_\_\_\_\_

Wk#\_\_\_\_\_ Cell#\_\_\_\_\_

Relative/Alternate Contact (not living with you):\_\_\_\_\_

Address\_\_\_\_\_

Phone#\_\_\_\_\_ (Relation)\_\_\_\_\_

PIN\_\_\_\_\_ Security Question\_\_\_\_\_

*4 digits* *mother's maiden name*

Structure: Home\_\_\_\_\_ Mobile Home\_\_\_\_\_ Other\_\_\_\_\_

Pool \_\_\_\_\_ Hot Tub\_\_\_\_\_ Cattle\_\_\_\_\_ Irrigation System\_\_\_\_\_

Home Based Business if so what kind\_\_\_\_\_

**ALL FEES ARE NON-REFUNDABLE!!**

The undersigned applicant agrees to be responsible for all utility payments for services rendered by Waterworks 9 Ward 4 in accordance with this application.

**X** \_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\*\*\*\*\*OFFICE USE ONLY\*\*\*\*\*

Acct#\_\_\_\_\_

Turn on Date\_\_\_\_\_

Meter #\_\_\_\_\_

WO# \_\_\_\_\_

Starting Gallons\_\_\_\_\_

Connection Fee\_\_\_\_\_



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## WATER USERS AGREEMENT

DATE \_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

PHYSICAL ADDRESS \_\_\_\_\_

THIS AGREEMENT, BETWEEN THE WATERWORKS DISTRICT NO. 9, CALCASIEU PARISH, LOUISIANA, A PUBLIC BODY CORPORATE, HEREINAFTER CALLED THE DISTRICT AND \_\_\_\_\_, HEREINAFTER CALLED TO USER.

### WITNESSETH THAT

WHEREAS, THE USER DESIRES TO PURCHASE WATER FROM THE DISTRICT AND TO ENTER INTO A WATER USERS AGREEMENT AS REQUIRED BY THE DISTRICT.

NOW THEREFORE, IN CONSIDERATION OF THE MUTUAL COVENANTS, PROMISES, AND AGREEMENTS HEREIN CONTAINED, IT IS HEREBY UNDERSTOOD AND AGREES:

THE DISTRICT SHALL FURNISH, SUBJECT TO THE LIMITATIONS SET OUT IN RULES AND REGULATIONS AND THOSE HEREINAFTER PROVIDED FOR, SUCH QUANTITY OF THE DESCRIBED PROPERTY.

THE USER HEREBY GRANTS THE DISTRICT, ITS SUCCESSORS, OR ASSIGNS A PERPETUAL EASEMENT IN, OVER, UNDER, AND UPON THE ABOVE DESCRIBED LAND WITH THE RIGHT TO ERECT, CONSTRUCT, INSTALL, AND LAY, AND THEREFORE USE, OPERATE AND INSPECT, REPAIR, MAINTAIN, REPLACE, AND REMOVE WATER PIPELINES AND APPURTENANT FACILITIES, TOGETHER WITH THE RIGHT TO INGRESS AND EGRESS OVER ADJACENT LAND FOR THE PURPOSE MENTIONED ABOVE. THE WIDTH OF SAID EASEMENT SHOULD NOT BE LESS THAT FIFTEEN FEET (15') FROM THE ROAD RIGHT-OF-WAY.

THE USER SHALL INSTALL AND MAINTAIN AT HIS OWN EXPENSE A SERVICE LINE WHICH SHALL BEGIN AT THE METER AND EXTEND TO THE DWELLING OR PLACE OF USE. THE SERVICE LINE SHALL CONNECT WITH THE DISTRIBUTION SYSTEM OF THE DISTRICT AT THE NEAREST PLACE OF DESIRED USE BY THE USER, PROVIDED THE DISTRICT HAS DETERMINED IN ADVANCE THAT THE SYSTEM IS OF SUFFICIENT CAPACITY TO PERMIT DELIVERY OF WATER AT THE POINT. WATER TAPS ARE TO BE INSTALLED ON EITHER SIDE OF THE DRIVEWAY PROVIDING EASY ACCESS TO THE METER AT ALL TIMES FOR THE WATERWORKS OPERATORS AND METER READER.

THE USER AGREES TO PAY FOR WATER AT SUCH RATES, TIME AND PLACE AS SHALL BE DETERMINED BY THE DISTRICT, AND AGREES TO THE PENALTIES FOR NONCOMPLIANCE WITH THE ABOVE AS SET OUT IN THE CURRENT RULES AND REGULATIONS.

AT THE USERS EXPENSE, THE DISTRICT SHALL PURCHASE AND INSTALL A CUTOFF VALVE AND MAY ALSO INCLUDE A WATER METER IN EACH SERVICE. THE DISTRICT SHALL HAVE EXCLUSIVE RIGHT TO USE SUCH CUTOFF AND WATER METER.

THERE SHALL BE ONLY ONE DWELLING PER WATER METER. ANY OTHER CONNECTIONS GOING THROUGH THE METER WILL BE IN VIOLATION OF LOUISIANA CRIMINAL LAW UNDER LA.RS. 14:59.

THE DISTRICT SHALL HAVE FINAL JURISDICTION IN ANY QUESTION OF LOCATION OF ANY SERVICE LINE CONNECTION TO ITS DISTRIBUTION SYSTEM; SHALL DETERMINE THE ALLOCATION OF WATER TO USER IN THE EVENT OF A WATER SHORTAGE; MAY SHUT OFF WATER TO A USER WHO ALLOWS A CONNECTION OR EXTENSION TO BE MADE TO HIS SERVICE LINE FOR THE PURPOSE OF SUPPLYING WATER TO ANOTHER USER. IN THE EVENT THE TOTAL WATER SUPPLY SHALL BE INSUFFICIENT TO MEET ALL OF THE NEEDS OF THE USER, WATER AVAILABLE AMONG THE VARIOUS USERS ON SUCH BASIS AS IS DEEMED EQUITABLE BY THE BOARD OF COMMISSIONERS, AND MAY ALSO PRESCRIBE A SCHEDULE OF HOURS COVERING THE USE OF WATER FOR GARDEN PURPOSES; PROVIDED THAT IS AT ANY TIME THE TOTAL WATER SUPPLY SHALL BE INSUFFICIENT TO MEET ALL OF THE NEEDS OF ALL THE USERS, THE DISTRICT MUST FIRST SATISFY ALL OF THE NEEDS OF ALL USERS FOR DOMESTIC PURPOSES BEFORE SUPPLYING ANY WATER FOR LIVESTOCK PURPOSES AND MUST SATISFY ALL THE NEEDS OF ALL USERS FOR BOTH DOMESTIC AND LIVESTOCK PURPOSES BEFORE SUPPLYING ANY WATER FOR GARDEN PURPOSES.

THE USER AGREES TO COMPLY WITH THE REQUIREMENTS OF THE LOUISIANA BOARD OF HEALTH THAT NO OTHER PRESENT OR FUTURE SOURCE OF WATER WILL BE CONNECTED TO ANY WATERLINES SERVED BY THE DISTRICT'S WATERLINES AND WILL DISCONNECTED FROM HIS PRESENT WATER SUPPLY PRIOR TO CONNECTION TO AND SWITCHING TO THE DISTRICTS SYSTEM.

THE USER SHALL CONNECT HIS SERVICE LINES TO THE DISTRICT'S DISTRIBUTION SYSTEM AND SHALL COMMENCE TO USE WATER FROM THE SYSTEM ON THE DATE THAT THE WATER IS MADE AVAILABLE TO THE USER BY THE DISTRICT. WATER CHARGES TO THE USER SHALL COMMENCE ON THE DATE THAT THE SERVICE IS MADE AVAILABLE.

IN THE EVENT THE USER SHALL BREACH THIS CONTRACT BY (1) REFUSING OR FAILING, WITHOUT JUST CAUSE, TO CONNECT HIS SERVICE LINE TO THE DISTRICT'S DISTRIBUTION SYSTEM AS SET FORTH ABOVE, OR (2) REFUSING OR FAILING, WITHOUT JUST CAUSE, TO PAY MINIMUM MONTHLY WATER RATES AS ESTABLISHED BY THE DISTRICT, UPON THE OCCURRENCE OF EITHER SAID EVENT, THE USER AGREES TO FORFEIT HIS CONNECTION FEE.

THE FAILURE OF A USER TO PAY WATER CHARGES DULY IMPOSED SHALL RESULT IN THE AUTOMATIC IMPOSITION OF THE FOLLOWING PENALTIES:

1. ANY BILL WITH A PREVIOUS BALANCE, NOT PAID BY THE 15<sup>TH</sup> OF THE MONTH, WILL ACQUIRE A \$15.00 LATE FEE.
2. FAILURE TO PAY IN FULL **PRIOR TO LOCK OUT DATE** WILL RESULT IN AN ADDITIONAL \$50.00 LOCK/UNLOCK FEE. ONLY CASH OR MONEY ORDER WILL BE ACCEPTED AND THIS TIME.
3. IF WATER IS LOCKED OUT AND PAYMENT IS RECEIVED AFTER 3:30 PM, WATER WILL REMAIN OFF UNTIL THE NEXT BUSINESS DAY. WATER WORKS **WILL NOT** PAY OVERTIME TO OPERATORS FOR DELINQUENT ACCOUNT LOCK OUTS.
4. WATER LOCKED OUT FOR NON-PAYMENT OR AT CUSTOMERS REQUEST THAT REMAINS OUT OF SERVICE FOR 30 DAYS WILL HAVE TO SUBMIT A NEW APPLICATION FOR WATER AND A \$75.00 RECONNECTION FEE OR A \$25.00 TURN ON FEE WILL BE CHARGED AND PAID BEFORE WATER CAN BE TURNED ON. IF WATER IS LOCKED OUT 30 DAYS AND FINAL BILL HAS NOT BEEN PAID, THE 31<sup>ST</sup> DAY THE CUSTOMERS ACCOUNT WILL BE TURNED OVER TO SMALL CLAIMS COURT AND CUSTOMER WILL BE RESPONSIBLE FOR COURT COSTS AND BALANCE ON WATER BILL.
5. IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY WATERWORKS OFFICE AT 337-583-2777, 4015 SHERRY ST., SULPHUR, LA 70665, TO FINAL AND LOCK OUT METER.

**POLICY FOR METERS LOCKED FOR NON-PAYMENT**

THIS POLICY OF THE DISTRICT IS REGARD TO METERS WHICH HAVE BEEN LOCKED AS FOLLOWS:

PAYMENT OF ALL BILLS AND FEES OWED TO THE DISTRICT MUST BE MADE **IN FULL** (CASH, MONEY ORDER, DEBIT/CREDIT ONLY) BEFORE THE DISTRICT WILL REMOVE THE LOCK. UPON RECEIPT OF PAYMENT, THE DISTRICT WILL ASSIGN DISTRICT EMPLOYEES TO REMOVE THE LOCK AS SOON AS IT IS REASONABLE POSSIBLE TO DO SO.

**TAMPERING WITH METER EQUIPMENT**

TAMPERING WITH METER EQUIPMENT WILL RESULT IN A **\$100.00** PENALTY AND SERVICE DISCONTINUED. SERVICE WILL NOT BE RESUMED UNTIL BALANCE IS PAID IN FULL.

**CRIMINAL CHARGES WILL BE FILED ON  
SUBSEQUENT VIOLATIONS OF THIS POLICY**

IN WITNESS WHEREOF, WE HAVE HEREUNTO EXECUTED THIS AGREEMENTS, THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_, IN DUPLICATE ORIGINALS.

WATERWORKS DISTRICT NO. 9  
WARD 4, CALCASIEU PARISH  
ALICE WEBB, SUPERVISOR

\_\_\_\_\_  
ATTEST

**X**

\_\_\_\_\_  
USER SIGNATURE

METER SERVICE  
PLEASE READ

CUSTOMER: MAKE SURE ALL FAUCETS ARE TURNED OFF AND PIPES  
ARE SECURE.

*Initial by one*

\_\_\_\_\_ Yes, UNLOCK AND TURN METER ON. I will not hold Waterworks  
District #9 liable for any damages that occur from doing so.  
\_\_\_\_\_ Work Order (Office Use Only)

\_\_\_\_\_ NO, DO NOT TURN ON WATER AT METER, UNLOCK METER ONLY  
I will turn water on at meter.  
I also understand that if I am unable to turn the meter on and have to  
call Waterworks Operator back out to the property for assistance, I will  
be charged \$15.00 call back.  
\_\_\_\_\_ Work Order (Office Use Only)

\_\_\_\_\_ RESUME AS IS. Waterworks will only get a reading; service WILL NOT  
be interrupted.  
\_\_\_\_\_ Work Oder (Office Use Only)

**X** \_\_\_\_\_  
Customer Signature Date

\_\_\_\_\_ \_\_\_\_\_  
Waterworks District #9 Date

**WWW.CARLYSSWATER.COM**

**PAY YOUR BILL, GET UP TO DATE INFORMATION &  
FIND ALL FORMS HERE**



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## WATER RATES

### RESIDENTIAL RATES/MULITI USER:

### PER MONTH

0-2,000 GALLONS

\$ 13.00

OVER 2,000 GALLONS

\$ 2.50 PER THOUSAND

### COMMERCIAL RATES/MULTI USER:

0-10,000 GALLONS

\$ 33.00

OVER 10,000 GALLONS

\$ 2.75 PER THOUSAND

\*PLUS TAX

### INDUSTRIAL RATES: (INSIDE DISTRICT)

0-10,000 GALLONS

\$ 83.00

OVER 10,000 GALLONS

\$ 4.50 PER THOUSAND

\*PLUS TAX

### INDUSTRIAL RATES: (OUTSIDE DISTRICT)

0-10,000 GALLONS

\$ 157.00

OVER 10,000 GALLONS

\$ 4.75 PER THOUSAND

\*PLUS TAX

### MOBILE HOME PARKS/RV PARKS:

0-10,000 GALLONS

\$ 33.00

OVER 10,000 GALLONS

\$ 2.75 PER THOUSAND

\*PLUS TAX



THE DISTRICT WILL NO LONGER PERMIT ANYONE CONNECTING TO THE WATER SYSTEM TO "BUDDY UP" ON ONE EXISTING METER. A METER MUST BE PURCHASED FOR EACH ADDITIONAL DWELLING.

TAP INSTALLATION FEE: \$736.00 MINIMUM  
RECONNECT/TRANSFER FEE: \$75.00 (1ST TIME SERVICE)

CUSTOMERS HAVING PREVIOUS SERVICE "IN GOOD STANDINGS" FOR A PERIOD OF 3 YEARS OR MORE WILL BE CHARGED A SERVICE FEE OF \$25.00.

**ALL FEES ARE NON REFUNDABLE**

METERS ARE READ WITHIN THE FIRST TWO WEEKS OF THE MONTH WHICH THE DISTRICT CONTRACTS OUT.

BILLS ARE MAILED ON OR AROUND THE 28<sup>TH</sup> OF THE MONTH. BILLS ARE DUE ON THE 15<sup>TH</sup> OF EACH MONTH.

EXAMPLE:	FIRST MONTH	2/15/03 – 3/15/03 = 30 DAY USAGE 3/15/03 METER WAS READ 3/31/03 BILL IS MAILED 4/15/03 BILL IS DUE
	SECOND MONTH	3/15/03 – 4/15/03 = 30 DAY USAGE 4/15/03 METER WAS READ 4/30/03 BILL IS MAILED 5/15/03 BILL IS DUE

BY THE TIME 5/15/03 HAS PASSED AND THESE TWO INVOICES HAVE NOT BEEN PAID, THE CUSTOMER IS DELINQUENT AND ON THE NEXT WORKING DAY AFTER THE 15<sup>TH</sup> A \$15.00 LATE FEE IS POSTED TO THE CUSTOMERS ACCOUNT AND BALANCE AND LATE FEE MUST BE PAID IN FULL OR METER IS SUBJECT TO LOCK OUT.

IF BALANCE AND LATE FEE ARE NOT PAID IN FULL PRIOR TO THE DISCONNECT DATE, AN ADDITIONAL \$50.00 IS POSTED TO CUSTOMERS ACCOUNT AND WATER IS LOCKED OUT UNTIL FULL BALANCE IS PAID BY CASH, MONEY ORDER OR DEBIT/CREDIT CARD.

ALL ACCOUNTS FINAL OR LOCKED OUT FOR 30 DAYS AND BALANCE STILL OWING WILL BE TURNED OVER TO SMALL CLAIMS COURT AND AN ADDITIONAL COURT COSTS WILL BE CHARGED.

IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY WATERWORKS OFFICE AT 337-583-2777, 4015 SHERRY ST., SULPHUR, LA 70665 TO FINAL WATER SERVICE.

**We Accept:  
Cash, Check, Money Order, Debit or Credit Cards, and Bank Draft**

**Payments can be made by:  
Mailing to: PO Box 10 Sulphur LA 70664  
Drive Thru Window  
In Office  
Over the Phone with Debit or Credit Card  
After Hours Night Box located north of entrance gate**

**Waterworks 9 Ward 4 is in no way affiliated with  
 doxo (a third party internet bill payment company)**