OFFICE COPY

NEW STARTS

ACCT.# _____

DATE: _____

Pine Hill Water Works Dist. 8
4922 North Market Street
Shreveport, LA 71107
318-425-7586 Office #
318-425-7580 Fax #
Bill Pay by Phone: 318-706-5377

Pine Hill Water Contract

The undersigned agrees to abide by the Rules & Regulations of Pine Hill Water Works Dist. 8 and requests and applies in person with Driver's License or State I.D., Social Security card, proof of address, valid contact number, deposit, and administrative fee for the district to supply water to the premises located at:

ADDRESS: _____ S/O#_____

1) One meter per dwelling (one mobile home = one dwelling).
2) New meter installation at current rates, the fee is due in advance.
3) **Refunds on deposits are made after all charges are cleared on the account. ***REFUND CHECKS*** are mailed by the 15th of the following month.
4) **Billing for the month will commence the day the meter is turned on or set whether any water is used or not.
5) **Customers are responsible for all bills until a final is requested. It will not be the responsibility of the district to go to a third party to collect.
6) Meters must be always accessible by duly authorized agents of the district. The inability of agents to get to the meter due to vegetation, fences, dog, etc., can be grounds to suspend service to the customer until corrected. The customer is responsible to see that the meter is not covered with any material.
7) **All vegetation must** be kept at least three feet from the meter. Service can be disconnected until corrected.
8) **Any customer allowing another person to hook onto their water service, whatever the reason, or having water well tied into their service will face immediate and possible permanent disconnection from the system.
9) **Every customer must** have their own shut-off valve on their side of the meter.
10) Our meter and shut-off valve must not be used by the customer. Damage to our meter or shut-off will be billed to customer.
11) **Bills are mailed to the customers the end of each month and are due on or before the 20th of each month. **After the 20th a 10% late penalty is added to your account balance.**
12) **Pine Hill does not give any extensions on bills past the due date. Should you need to make a payment plan, please contact the office before your bill is due.
13) **All customers should have received their bill statement by the 5th of each month, we advise all customers to call our office to check account balance if you have not received a bill by the 6th of the month.
14) **If the past due balance is not paid by 4:00 pm on the last business day of the month, service will be disconnected the following month. A $35.00 cutoff fee will post on the next billing cycle. Upon disconnection, all balances must be paid in full by cash, money order, debit, or credit card **(no checks)** to restore service. This will include past due balances, new bill charges, late fees, and deposit update.
15) **Failure to receive your bill does not waive the late fee or disconnection. All disconnected customers must pay full balances one hour before the office closes to have your service restored the same day.
16) **If you are disconnected** and do not inquire about or pay your bill within 14 days from the day you are disconnected your account will be closed and you will be requiring paying a new deposit and administrative fee.
17) ***TO FINAL OUT/CLOSE OUT** your account, you must come into office and complete an **Account Change Form.**
18) ****Homeowners or Renters/Leasers, must visit Caddo Parish Sewer District #7 for sewer services at:**

CADDO PARISH SEWERAGE DISTRICT #7
4859 NORTH MARKET, SUITE D
SHREVEPORT, LA 71107
(318) 227-0374

BY SIGNING BELOW, YOU ACKNOWLEDGE PHWW HAS INFORMED YOU TO VISIT CPSD7 *

***Please sign** X_____

****OFFICE COPY****

19) Pine Hill accepts cash, check, money orders, and debit/card for **regular payment.**
20) Pine Hill offers Automatic Bank Draft through our office if you have a valid checking account.
21) Pine Hill has a website** **www.pinehillwaterworks8.myruralwater.com**** where customers may register their account and pay their monthly bill online.
22) **Billing is completed on the last day of each month. Sometimes the last day of the month may fall on a Saturday or Sunday, in that case billing will be completed on that Friday before the last day. All customers will be charged from the date they request to start up service. This includes all customers that start service in the last few days of the month that they come into the office.
***Example:** *If you come in Wednesday the 29th of the month, and the 30th is the last day of the month at which billing will be completed, you will receive a one-day bill. Pine Hill Water Works does not prorate; we have a flat base rate charge.*

$35.00 Administrative Fee (nonrefundable) and must be paid by cash, check, money order or debit/credit card.

A $1.00 Safe Water Drinking Act Fee is charged each month totaling **$12.00 annually.**
This is enacted by Act 605 of the 2016 Regular Session of the Louisiana Legislature and Louisiana Department of Public Health.

Deposit*$200.00 --- RESIDENTAL ***$500.00 --- COMMERCIAL LV1 & LV2**
****$2500.00---COMMERCIAL LV3** (***must be paid by cash or money order only***).
This is ***refundable*** after final bill.

Today's Date: _____ **Move in Date:** _____

Account number: _____

By signing below, you are acknowledging that you have read and agree to this contract.

Only a copy of the customer's ID will be kept on file. The SSN will be written after verification of valid document.
PHWW privacy policy: Customer's information will not be released without customer's consent. The consent must be verified with the customer that is on the account.

Customer Signature: _____

Pine Hill Staff: _____

(Please print)
Customer Name: _____

Phone: _____

SSN:/TIN: *SS Card_____***TIN/Please provide W-9 form**

Email: _____

*****Mailing Address (if different from service address):**

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