

Northwest Allen Parish Waterworks District  
P. O. Box 363  
Grant, LA 70644  
(318)634-5256

## PROCEDURES OF A HIGH WATER BILL

The procedures of a customer having a high water bill are as follows:

- (1) When the meter reader is notified of high usage, while entering the reading in the handheld meter reading device, he will re-check the reading on the meter.
- (2) When the customer calls to inquire about the high usage, they will be asked to read the meter themselves. If the reading the customer gets is higher than the meter reader's reading, then it was read correctly. If the reading the customer gets is lower, then an adjustment will be made to customer's account. If the meter was read correctly the customer will be asked to check for a leak at their residence.
- (3) If the customer requests that an operator be sent out to re-check their meter again, there will be a \$25 service charge.
- (4) If the customer believes their meter is not reading accurately, they may request that the meter be taken out to be tested for a fee of \$75.00. A temporary meter will be installed while the meter is sent to be tested. If the meter is accurate the customer will be charged the \$75. If it is found that the meter is overcharging the customer, they will not be required to pay the fee.
- (5) If the customer has had a high water bill due to an unrecognized leak, the water district will enter into an agreement to make monthly payment arrangements. If the customer has a history of being shut-off for non-payment more than one time, the water district will not offer the plan and all charges must be payable by bill due date.

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### HIGH WATER BILL PAYMENT AGREEMENT

In order to pay out a high water bill, said bill must be paid within the months as follows: Payment plan \$100 - \$299 = 3 month plan; \$300 - \$599 = 6 month plan; \$600 and over = 12 month plan.

I understand that I have incurred a high water bill in the amount of \$ \_\_\_\_\_  
at my residence. I am seeking to make monthly payment arrangements as follows:

\$ \_\_\_\_\_ per month for \_\_\_\_\_ months.

Beginning on \_\_\_\_\_ **with each payment being due**  
**on the 10<sup>th</sup> of each month.**

**I understand that this amount must be paid monthly along with my regular monthly water bill.**

I understand that if I fail to make monthly payments on time, as listed above, my water service will be disconnected, a \$100 reconnect fee will be applied, and the total amount of all bills will be owed immediately in order to have service reconnected.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_