

Utility Billing and Collection Policies

Billing and Meter Reading

Customer bills for electric, gas, water, sewer, garbage and mosquito abatement shall be prepared and mailed on a monthly basis. The schedule for the various billing cycles are as follows:

<u>Cycle 1:</u> routes beginning with 1	-	billed by the 10 th of the month
<u>Cycle 2:</u> routes beginning with 2	-	billed by the 20 th of the month
<u>Cycle 3:</u> routes beginning with 3	-	billed by the 30 th of the month
<u>Cycle 4:</u> routes beginning with 4	-	billed by the 30 th of the month
<u>Cycle 5:</u> routes beginning with 5	-	billed by the 10 th of the month

All meters, except those not readily accessible, shall be ready by the city each month. Meters which cannot be read due to animals, gates, shrubs, etc. will be estimated until the situation is corrected by the customer.

Failure to Receive a Bill

The failure of any customer to receive his bill for any month(s) shall not relieve such customer from the obligation of paying such bills allegedly not received.

Failure to Prepare a Bill

Failure by the city to prepare and forward a bill for any month(s), for any customer shall not relieve such customer of the obligation of paying any sums for which he was subject to being billed.

Non-Payment of Bills

Any customer failing to pay his bill within fourteen (14) days following the mailing of such bill will be sent a notice of disconnection. Such notice will be specific in nature, indicating the city's intentions to disconnect service for nonpayment. A specific date of disconnect will be given and in all cases such notice of discontinuance will be at least 5-10 days in advance of the actual termination of service. Service shall not be reconnected without full payment of delinquent bill, the final billing if applicable, any pertinent service charges, and any additional deposits that the city deems justified.

Medical hardship letters will not be considered as justification for non-payment of bill. However, certain pledges from non-profit entities will be considered if issued in compliance with those stipulations set forth by the city.

Disconnections During Extreme Weather

Electric and gas utility disconnections for non-payment during extreme weather shall cease. Extreme weather is defined as temperatures below 32°F in the winter and above a heat index of 105°F in the summer in an effort to prevent health emergencies particularly for the elderly and infirm. This policy does NOT relieve customers of their financial obligation to the City of New Roads, as they will be disconnected on the day succeeding the extreme weather conditions.

Returned Check Policy

Upon the receipt of the returned payment on a customer's utility account, the customer's utilities will be disconnected without further notice. A fee of not less than \$16.00 will be added to the customer's account from which a "N.S.F" or "account closed" check was returned. If the customer is disconnected for these purposes the customer will not be reconnected without full payment of the amount of the returned check, applicable service charges, any other billings, and any additional deposit that the city deems justifiable. Any customer who receives two (2) "N.S.F" or "account closed" items will be placed on a "CASH ONLY" basis for one year subsequent to the second (2nd) returned item.

Extension Policy

A \$15.00 extension fee will be assessed and must be paid at the time of receipt of the extension. Should your arrangement be upheld you will receive a \$15.00 credit on your bill; however, should you fail your arrangement you will not be awarded credit for this service.

Extensions will be granted on an as needed basis on utility bills for five (5) working days only. When an arrangement is made it must be paid in full by the agreed upon day. If you do not pay on or before the agreed upon day you will be recorded as having failed your arrangement. If you do not pay the entire agreed upon amount you will be recorded as having failed your arrangement. If you fail two (2) arrangements within a twelve (12) month period you will NOT be granted another extension for a period of one (1) year.

Utility Service Charges

Reconnection

Any customer who requests a reconnection after having been disconnected for non-payment shall be required to pay a service charge in the amount of thirty (30) dollars, provided such reconnection is or can be made during regular working hours. The service charge for reconnection during all other hours (i.e. after hours) shall be fifty (50) dollars, and shall be done only for cases of dire emergency.

Delinquent Accounts

An account shall be considered delinquent when payment has not been received in the collection's office within 14 days from the date of mailing the bills, or by the date indicated on the consumer bill. A late charge in the amount of 5% of the pertinent consumer bill will be assessed to the utility account.

Returned Check

Any check that is returned by a depository bank and marked "non-sufficient funds" (NSF) or "account closed" will NOT be redeposited. If the customer fails to redeem the check in question prior to the next scheduled disconnect date, the customer will be disconnected without further notice. A service charge of not less than \$16 will be added to the customer's account. If the said customer is disconnected for an "NSF" or "Account closed" check, that customer will not be reconnected without full payment of the amount of the returned check, applicable service charges, any other billings, and any additional deposits that the city deems justified.

Additional Deposits

Additional deposits may be required due to disconnection for non-payment of utility bills. The additional deposit may be equal to the amount of the past due bill or \$250 whichever is greater as deemed by the city. Additional deposits may also be required for any customer disconnected two or more times within a twelve (12) month period. The additional deposit will be in addition to any service charges for reconnection.

Utility Deposits

General

Deposits shall be paid by all customers requiring any and all services provided by the City of New Roads. Deposits are to be recorded on the city's records only under the name of the person in whose name the account is listed. Each deposit shall be assigned to and associated with a particular account number. All deposits shall be non-transferable until the current account is paid in full and the customer completes the proper forms.

Deposit Transfers

Refunding of deposits shall be made only to the person under whose name they are listed on the city's records. Before any such refund is made, any debt due to the city shall be applied against the deposit.

Deposit Waivers

Victims of family violence shall be relieved of the deposit requirement for NEW residential utility services in an effort to alleviate the financial burden which may require the victim to remain in an unsafe household. ALL victims MUST be certified by police, emergency personnel, or a victim's advocate.

For certain transfers of utility accounts, upon the death of a utility customer's spouse, the payment of the utility transfer fee will be waived. Also, should the city require an increase of the utility deposit amount under usual circumstances, this fee will be waived as well.

Deposit Requirements

<u>Service</u>	<u>Home-owner</u>	<u>Renter</u>
All utility services	\$100	\$250*
<small>*Renters are required to pay \$150 at the time of connection then the remaining \$100 will be added to the consumer bill in \$50 installments for the first two months of service.</small>		
Water Only	\$25	\$50
Gas Only	\$100	\$250
Second Meter (same structure/same customer)	\$25	N/A
Construction	\$200	N/A
Commercial	1/6 of estimated 12 month consumption	

Utility Installation Fees and Service Notes

Water Tap Fees

On all water taps the city shall charge the customer the actual cost to the city, together with the pertinence deposits.

Notes:

- The City will install water meters at the property line.
- The City will maintain water lines to the point of the meter; customer will own and maintain water lines beyond the meter.
- All plumbers performing services must have a current occupational license for the City of New Roads or Pointe Coupee Parish or a surrounding area and be a licensed master plumber.
- All plumbing connections must be inspected by the city prior to being covered.
- Sewerage clean outs are required in all new construction or all new sewerage connections. Clean out requirements will be one at the house, one at the tap and one for any turn 30 degrees or greater.

Gas Tap Fees

Standard Gas Tap Fee	\$200.00
Additional Line Charge at Customers Request:	
3/4" gas line	charge \$1.60 per foot of pipe
1" gas line	charge \$1.75 per foot of pipe
2" gas line	charge \$2.50 per foot of pipe

Notes:

- The City will install gas meters near structures with gas lines costing above the schedule cost to customer.
- The City will maintain gas lines to the point of the meter; customer will own and maintain gas lines beyond the meter.
- Gas will only be connected or reconnected if customer or adult over age 18 is present. A pressure test will be run by the city prior to any connection or reconnection.
- Gas pressure test will consist of gas line maintaining at least thirty (30) pounds of pressure for at least one hour prior to connection or reconnection. Any gas line disconnected for a period of fifteen (15) days will be required to have a pressure test before reconnection.
- All plumbers performing services must have a current occupational license for the City of New Roads or Pointe Coupee Parish or a surrounding area and be a licensed master plumber.
- All plumbing connections must be inspected by the city prior to being covered.

Sewer Tap Fees

All sewer taps \$225.00

Electric Service Fees

Overhead line of 100 feet or less	no charge
Over 100 feet of overhead	Cost plus basis
Underground service	\$1.65 per foot plus cost
Meter can	no charge
Replacement meter can	\$35.00

Notes:

- Meter cans will only be released to a licensed electrician
- Customer will assume responsibility to have meter can installed.
- All new electric service must be run through the roof with a roof jack with a minimum height of 12 feet prior to any service connection.
- Any electric service disconnected for 30 days or longer will be treated as new service for connection purposes and must comply with all current requirements.
- The city reserves the right to trim trees off primary electric lines 13,200 volts at a distance of 4-6 feet from side line and 8-10 feet above.

Miscellaneous Charges

Transfer Fee (name only)	\$15.00
Transfer Fee (deposit transfer)	\$30.00
Meter change at the customers request	\$30.00 + inspection charges
Multiple meter rereads in a 12 month period	\$5.00 per customer requests

Note:

- No transfer of deposits under \$100. This transfer fee is not applicable in cases where a death has occurred.
- We encourage everyone to read their own meter. At your request, we will furnish instructions to enable you to accomplish this.
- A customer service request that involves a city employee and equipment not covered by listed charges will be billed at the following rates:
 - Line crew (1 lineman and 1 helper): \$75 per hour
 - Gas/Water/Sewerage crews: \$25 per hour / per man

Changing of Meters

When requested in writing by the customer, a meter will be removed and replaced with another meter of the same type. A service charge in the amount of \$30 shall be charged to the customer who requested that the meter be changed. The city may at its discretion change out any meter on its system without consulting with the customer serviced by such meter at no charge to the customer.

When request in writing by the customer a meter will be removed and checked for accuracy. If such meter is found to be accurate within tolerance limits plus or minus 2%, a service charge in the amount of \$30 shall be charged to the customer who requested the check. Should the meter not check within these tolerance limits, no service charge will be made, and an approximate adjustment will be made in the billing for the period of inaccurate registration if such period can be determined. Otherwise, the adjustment period will be as mutually agreeable to the customer and the city. In no event, however, shall the adjustment period be more than six months.

Removal of seals, locks, etc. from meters belonging to the City of New Roads is prohibited without the approval of the City. Anyone violating this regulation will possibly be cited with theft of utility service and charged meter tampering fines of up to \$500 per occurrence.

Applications for Utility Services

General

An "Application and Guaranty of Payment for Utility Service" Form must be completed by anyone requesting service with the City of New Roads. All applicants will be required to present a valid state issued Driver's License or Picture ID and your social security number must be provided on the application. A copy of the applicant's driver's license will be retained by the City of New Roads. Any applications taken from the City of New Roads to be completed must be notarized with Xerox copies of acceptable identification.