

**DISCONNECT POLICY:** (April 27, 2000)

If the customer's water bill is not paid in full by the end of 3 months, then the meter is to be disconnected. The Maintenance Specialist will take the meter reading at the time of disconnect. An \$80.00 reconnect fee will be charged, along with any past due amount, in order for water services to be reconnected. When charges are paid in full, the Maintenance Specialist will take the meter reading again. If any water has been used during the disconnect period, the customer will then be charged an additional \$20.00 fine for tampering with WW#10's meter. All of the charges above must be paid in full before water services can be turned back on. The customer will be charged for water used during the disconnect period in the next month's billing.

There will be **NO EXCEPTIONS! All payments and reconnects must be taken care of during working hours, which are Monday – Friday from 8:00 a.m. to 3:00 p.m..**

**RECONNECT FEE POLICY:** (April 27, 2000)

If a customer lives in the area and moves to another location in the area with an existing meter there – no charge.

If a customer lives in the area and moves to another location in the area, but there is no existing meter there – the customer will have to pay for the meter installation and tapping fee.

If a customer is disconnected for non-payment – the customer will have to pay an \$80.00 reconnect fee and all arrears before water will be turned on.

If a customer wants water turned off (not disconnected) (they will still receive a monthly bill) for convenience or maintenance reasons – there will be a \$25.00 charge.

If a customer had water disconnected (not receiving a monthly bill) and they want the water reconnected – they will have to pay an \$80.00 reconnect fee and all arrears, if any, before water will be turned on.

**THEFT POLICY** (September 10, 2009)

It will be the policy of the Cameron Parish Water Works District #10 to consider the unauthorized & unreported usage of water from any part of the system to be an act of theft against the Water Works District. This includes, but is not limited to, water taken from fire hydrants, flush valves, drain valves, out-of-service meters & meter taps, etc. Should theft on the system be witnessed or made known to any employee or board member of Cameron Parish Water Works District #10, it will be the responsibility of said employee or board member to immediately report the theft to the Cameron Parish Sheriff's Department. In addition to criminal charges filed, cost for water taken must be reimbursed to the Water District as deemed by the board. The only instances where unauthorized usage of system water may be permitted would be during an emergency situation where life or property would be in immediate danger. Any instance of "emergency" usage will be reviewed by the board for a final ruling as to whether the usage was in-fact an emergency or a theft.