

Water Service Policy

1. Water bills are mailed at the beginning of every month.
2. Water bill Net Amount is due by the 15th of each month. The Due Date is on your bill each month.
3. Gross Amount is due after Due Date.
4. Disconnects for non-payments are on the 22nd of each month. Your payment must be in the office before the 21st to avoid your service being interrupted. Moreover, if a member and/or applicant is not in compliance with federal, state, or local laws/ordinances/regulations, water service may be disconnected or otherwise refused.
5. Every Dwelling shall have a separate meter. "Dwelling" is defined as a house, building, mobile home, recreational vehicle (RV), camper, tiny house, metal building, barn, duplex, condominium, shop, shed, or other structure that is inhabited. If it is determined that multiple dwellings are sharing a meter, a disconnect notice shall be issued. If the member does not attempt to come into compliance by requesting the installation of the required water meters within the time frame specified in the disconnect notice/letter, water service shall be disconnected. Moreover, if a member and/or applicant is not in compliance with any federal, state, or local laws/ordinances/regulations that the president or board of directors deems could interfere with any of the corporation's bylaws or purposes set forth therein, water service may be disconnected or otherwise refused.

A reconnect fee will apply if your service is interrupted:

Your bill and reconnect fees must be paid in full by THURSDAY, or services will not be restored until Monday.

Payments may be paid by the following:

- A. Auto-Draft - Each month the bank will draft your account on the 10th day of the month for your bill.
- B. Office /Drive-thru - during working hours. If customer has paid by the drop box in front lobby, the service will normally be restored the next business day- **(NO CASH PLEASE), South Grant Water will not be responsible for any loss without a receipt.**
- C. Debit/Credit Card (A convenience fee will be applied)-Customer can call and pay over the phone. No card number information is stored on file.
- D. Online - Customers can pay online, but the full amount of the bill and Reconnect Fee must be paid. If payment is not paid in full, the service will not be restored.
- E. All rates and amounts listed in this Water Service Policy are subject to change.

The website to pay is as follow: southgrantwater.net

Water Rates

(Effective April 2021)

Residential - \$26.00 base rate includes up to 2,000 gallons then \$5.70 per 1,000 gallons thereafter

Commercial - \$33.00 base rate includes up to 5,000 gallons then \$6.10 per 1,000 gallons thereafter

Government - \$24.50 base rate includes up to 5,000 gallons then \$3.60 per 1,000 gallons thereafter

Sewage

\$45.00 a month added to monthly water bill.

The sewage is not maintained by South Grant Water.

If you have questions concerning the sewage, please contact: Grant Parish Police Jury: (318) 627-3151

Other Service Fees

Address Transfer - \$30.00 Moving from one address to another address on our system.

Temp

Temp - \$40.00 (Cash, Check or Money Order Only)

Temps are for 10 days of water up to 5,000 gallons.

Any water used after 5,000 gallons will be billed for services used.

NSF CHECK- (Amount of Check + NSF FEE-\$35.00)

- A certified letter will be mailed with a due date; the check must be paid by that date.
- A reconnect fee will be applied, and all charges will have to be paid in full before services are restored.
- It is against the law to write a worthless check. If money is not collected, it will be turned over to proper authorities to seek funds to prosecute to full extent of law.

Meter/Valve Locks

It is a violation of the law to cut meter/valve locks or otherwise tamper with meter/valves.

VIOLATORS WILL BE PROSECUTED

Service Fees for Residential

As fees go up from Contractors/Vendors, we will increase our fees as needed to cover the cost. The fees listed below are approximate, and the Field Superintendent will determine the actual fee which will be sufficient to cover costs.

All service fees must be paid with cash, check or money order.

Renter with Existing Meter: \$200.00

\$100-Installation Fee (Non-Refundable)

\$100-Deposit (Refundable)

Owner with Existing Meter: \$200.00

\$50.00-Connection Fee (Non-Refundable)

\$50.00-Membership Fee (Non-Refundable)

\$100.00-Deposit (Refundable)

New Meter Installed: \$1,050.00 (NO BORING REQUIRED)

\$900.00-Tap fee (Non-Refundable)

\$50.00-Membership Fee (Non-Refundable)

\$100-Deposit (Refundable)

New Meter Installed on state highway or parish road with a bore: \$2,050.00

\$1,000.00- Bore Fee (Non-Refundable)

\$900.00-Tap Fee (Non-Refundable)

\$50.00-Membership Fee (Non-Refundable)

\$100.00-Deposit (Refundable)

New Meter Installed on US Hwy. 167/US Hwy with a Bore: \$2,050.00 plus footage

\$1,000.00 -Bore Fee (Non-Refundable)

\$900.00-Tap Fee (Non-Refundable)

\$50.00-Membership Fee (Non-Refundable).

\$100.00-Deposit (Refundable)

The Applicant hereby signs the following application stating:

All information was read by the applicant, signed by the applicant, and the applicant fully understands the listed policies and procedures that are enforced by South Grant Water.

Applicant Signature

Date



HELP PROTECT YOUR DRINKING WATER

CROSS CONNECTION CONTROL & BACKFLOW PREVENTION

WHAT IS A CROSS CONNECTION?

A cross connection is a point in a plumbing system where the potable water supply is connected to a non-potable source. Briefly, a cross connection exists whenever the drinking water system is or could be connected to any non-potable source (plumbing fixture or equipment used in any plumbing system). Pollutants or contaminants can enter the safe drinking water system through uncontrolled cross connection when backflow occurs.

Backflow is the unwanted flow of non-potable substances back into the consumer's plumbing system and/or public water system. There are two types of backflows: **Back siphonage** and **Backpressure**. **Back siphonage** is caused by a negative pressure in the supply line to a facility or plumbing fixture. Back siphonage may occur during water main breaks, when repairs or maintenance are done, when shutting off the water supply, or when the fire department is using a fire hydrant. **Backpressure** can occur when the potable water supply is connected to another system operated at a higher pressure or could create pressure. Principal causes are booster pumps, pressure vessels, and elevated plumbing.

EXAMPLES OF COMMON CROSS CONNECTIONS:

Hose Bibs	Irrigation Sprinkler Systems	Solar Heating Systems	Laboratory & Aspirator Equipment
Swimming Pools	Auxiliary Water Systems	Chemical/Processing Tanks	Water Recirculating Systems
Boilers	Fire Suppression Systems	Photo Developing Equipment	

HOW DO WE PROTECT OUR SYSTEM?

In general, the installation of plumbing in compliance with the plumbing code will provide adequate protection for your plumbing system from contamination. However, the installation of a backflow prevention assembly on the water service may be required. A backflow prevention assembly, which is a mechanical device designed to prevent backflow through cross connections, will normally be required when special plumbing increases the hazard level. However, for these devices to protect as designed, they must meet stringent installation requirements, be tested annually by a state certified tester, and repaired as necessary.

To help determine if a backflow prevention assembly is required the water system may survey your plumbing system to determine potential/actual cross-connection.

WHAT ELSE CAN BE DONE TO PROTECT OUR WATER SUPPLY?

DO:

- Complete the required Cross Connection Control Survey Questionnaire provided.
- Keep the end of your hoses clear of all possible contaminants.
- If not already equipped with an integral (built-in) vacuum breaker, buy & install hose bib type vacuum breakers on all threaded faucets (these devices DO NOT require testing).
- Have all backflow prevention assemblies tested annually.
- Contact us with any questions you may have about plumbing or equipment.

DO NOT:

- Submerge hoses in buckets, pools, tubs, sinks, or ponds.
- Use spray attachments without a backflow prevention device.
- Directly connect waste drainpipes from water softeners or other treatment systems to the sewer system. All drains should be air gapped.
- Use a hose to unplug blocked toilets or sewers.

FOR MORE INFORMATION ABOUT CROSS CONNECTIONS & BACKFLOW PREVENTION, CONTACT OUR OFFICE OR VISIT THE EPA WEBSITE AT

<http://water.epa.gov/infrastructure/drinkingwater/pws/crossconnectioncontrol/index.cfm>

WE ARE COMMITTED TO PROVIDING QUALITY, COST EFFECTIVE SERVICE IN THE PRODUCTION, TREATMENT, TESTING AND DELIVERY OF SAFE DRINKING WATER TO ALL RESIDENTIAL, COMMERCIAL & INDUSTRIAL USERS.

CROSS CONNECTION CONTROL QUESTIONNAIRE

RESIDENTIAL (SINGLE FAMILY HOMES)

Does your residence have the following? **CIRCLE ALL THAT APPLY**

- Farm/Animal Troughs
- Greenhouse
- Sewage/Gray Water System
- Swimming Pool/Spa
- Water Treatment (softener)
- Fish or Decorative Ponds
- Irrigation System
- Solar Heating System

COMMERCIAL / INDUSTRIAL BUILDINGS

Does your business have the following? **CIRCLE ALL THAT APPLY**

- | | | |
|-------------------|-------------------------|--------------------------|
| Cooling System | Irrigation System | Auxiliary Water Systems |
| Laboratories | Fire Protection Systems | Fish or Decorative Ponds |
| Swimming Pool/Spa | Water Towers/Storage | |

What type of business do you have? **CIRCLE ALL THAT APPLY**

- | | | | | |
|-------------------|-------------------|-------------------|---------------------|----------------------|
| Animal Grooming | Car Wash | School/College | Apartments/Condo | Photo Processing |
| Chemical Facility | Dairy Plant | Hospital/Clinic | Nursing Home | Dry Cleaners/Laundry |
| Brewery | Motel/Hotel | Morgue/Mortuary | Plating/Metal Plant | |
| Storage | Automotive Repair | Barber Shop/Salon | Bar/Lounge | |

Other: _____

If yes, what kind of Backflow Preventor Assembly do you have? **CIRCLE ALL THAT APPLY**

- | | | |
|----------------------------|-------------------------|-------------------------------------|
| Atmospheric Vacuum Breaker | Pressure Vacuum Breaker | Reduced Pressure Principle Assembly |
|----------------------------|-------------------------|-------------------------------------|

Location of your Backflow Preventor Assembly: _____

Name or Company: _____

Address: _____

Street

City

State

Zip Code

Email: _____

Cell Number: () - ____ - _____

Comments: _____

