



REDELL VIDRINE WATER DISTRICT



5114 Vidrine Road
Ville Platte, La. 70586
(337)363-7223 or Fax (337)363-3228
Email: redell.vidrine7223@gmail.com

INFORMATION SHEET

BUSINESS HOURS

MONDAY - FRIDAY- 6:30 AM TO 2:30 PM

EMERGENCY NUMBERS

To report water outages: (337) 655-9261 or
(337) 655-9457

BILLING INFORMATION:

- The minimum monthly water bill is \$20 plus a \$1 state mandated charge for 0/2,000 gallons consumed for Residential Customers & \$50 plus a \$1 state mandated charge for 0/5,000 gallons consumer Commercial/Business Customers
- Any water consumed over 2,000 gallons is \$4.50 per 1,000 gallons for Residential Customers and \$5.50 per 1,000 gallons for Commercial/Business Customers
- A minimum monthly water bill is due each month, whether or not any water is consumed
- All water bills are due by the 20th of each month
- Any bills unpaid after the 20th of the month will be assessed a 5% arrears (a late penalty)
- Bills run a month behind- but once the first bill is received, there will be a bill **EVERY** month
- There will be a final bill the month after service is discontinued

RECEIVING YOUR BILL

Bills are mailed on or around the last Friday of every month. If a bill is not received by the first/second week of the month, please call the office. The bill may be lost in the mail or delivered to the wrong address. Reddell Vidrine Water District is **NOT** responsible for the United States Postal Service.

NOT receiving a BILL is not an excuse for not paying your monthly bill.

DELINQUENT ACCOUNTS

After the 20th of each month, you have a 10-day grace period to pay your bill in **FULL**. If no payment is received by the 10th day after the 20th of the month, water will be turned off. Upon payment of delinquent balance and a \$50 reconnect fee, for each visit, water service will be restored during business hours. **WATER WILL NOT BE TURNED BACK ON AFTER BUSINESS HOURS!!**

RETURNED CHECKS/ ACH DRAFTS

Returned checks are not redeposited. A \$25 fee will be added to the returned check amount. **ANY BAD CHECKS WRITTEN FOR A DELINQUENT ACCOUNT WILL RESULT IN THE METER BEING LOCKED OR REMOVED WITHOUT NOTICE.** A \$35 reconnect fee or a \$75 replacement fee must be paid, in addition to the amount of the returned check and the \$25 NSF Fee.

LEAK ADJUSTMENT

There will be **NO ADJUSTMENT** to a water bill for a leak that occurs on the customer's side of the meter. All water which passes through the water meter shall be purchased by the customer. Customers are responsible for keeping their plumbing repaired and in proper working condition.

DRIVE UP PAYMENT DEPOSITORY

Payments may be inserted into the depository box located on the side of the office. If for any reason you are unable to get out of your vehicle to come into office to make payment, please sound the horn and someone will come out to assist you!



METHOD OF PAYMENT

Payments **MUST** be made by personal/business check, money order, or cashier's check. RVWD **NO LONGER TAKES CASH** payments for any service, including deposits. You may also call the office and use your **credit/debit** card to make a payment with the office manager.

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CHECK VALVE/CUT OFF VALUE

Customers are required to install a **CHECK VALVE** and **CUT OFF VALUE** on their side of meter. This prevents water from backing out of your hot water tank and prevents water from backing into the **REDELL VIDRINE WATER DISTRICT** system lines. All customers are required to install A cut-off valve on their side of meter to avoid the men having to come out to cut water off for any repairs customers might be making. It is very time consuming on REDDELL VIDRINE WATER DISTRICT to have to come out to cut water off. If for any reason REDDELL VIDRINE WATER DISTRICT is called to come cut water off because customer did not install a cut off valve, there will be a \$35 charge.

METER TAMPERING

It is a violation of Louisiana Law to cut meter locks or otherwise tamper with the meter. Tampering with a meter in anyway will result in the meter being pulled from service. A fee of **\$50-\$100** will be charged to the account holder. In addition to that fine, any water used will be charged before water service can be restored. Any Reddell Vidrine Water District property damage will also be charged to the account.

- Broken Box/Top - **\$75**
- Cutting of Lock- **\$50 - \$100**
- Bypassing meter (straight gut) - **\$150**
- Unauthorized meter turn ons - **\$150**

IN ADDITION, VIOLATORS MAY BE PROSECUTED UNDER LOUISIANA LAW CODE RS 14:67.6. THIS LAW CAN ADD A FINE UP TO \$1000 AND POSSIBLE IMPRISONMENT.

DOUBLE HOOKING A METER

Connecting more than one residence to a single meter is illegal. Doing so will result in disconnection of service and possible prosecution charges. Each service must be separately metered. Reddell Vidrine Water District may shut off water to a user who allows a connection to be made to their service line for the purpose of supplying water to another user.

METER ACCESS

The customer must provide a free and accessible area to read the water meter. If the meter technician is unable to read the meter due to debris, vehicle parked on meter, etc., a service charge will be applied to the account. If a vehicle must be towed by Reddell Vidrine Water District in order to read, lock, repair, or pull a meter, the customer will be responsible for the towing charges.

CALL BEFORE YOU DIG - IT'S A STATE LAW!!

Louisiana One Call offers a toll-free phone number to contractors and private citizens to call 48 hours prior to digging. LA ONE CALL notifies all utility companies of the digging locations so that no lines are hit or dug up. Disregard of this law causes utility outages in the area of the digging.

Call Toll Free **1-800-272-3020** or Dial **811**

LA ONE CALL internet ticketing service (Next Gen) to submit a locate request online is also available.

REDELL VIDRINE WATER DISTRICT RESERVES THE RIGHT TO DENY SERVICE TO ANY ONE WHO DOES NOT ABIDE BY THE RULES AS STATED ABOVE.

