

# Important information regarding your water service

## **To all customers of Southeast Waterworks District No. 2 of Vermilion Parish,**

It is district policy that every metered connection have a, lead free compliant, **Customer Service Valve** installed at the meter. This valve is to be installed so that should any circumstance occur requiring you to stop the flow of water to the residence **"You"** would have the ability to do so. It is the customer's responsibility to install, maintain and keep unobstructed access available to this valve. If you rent or lease the property it is the Landlord, Property Owner or Management Companies responsibility to inform you of where this valve is located. We suggest the placement of a small plastic valve box, just above ground level, over the valve for ease of access. A valve box can be purchased at most Hardware, Home Improvement or Plumbing Supply stores.

The **Customer Service Valve** is located on the customer's side of the meter, usually 8 to 18 inches past the water meter box towards the residence. Sometimes this will get covered and will require removal of some grass and dirt to locate the valve box. Again, it is the **customer's responsibility** to keep **unobstructed access** to the Customer Service Valve and Meter Box location at all times.

**Customers are restricted from accessing the meter box.** Should an issue arise, and your customer service valve is malfunctioning or required installation of valve is needed, you can contact our office at (337)892-1072 and a representative of the Water District will come out to stop water service at the meter. Service will not be restored until an operable Customer Service Valve has been installed. You may also contact a **licensed plumber** who has the tools needed to access the meter box and shut off water for repair. A \$25.00 charge will be issued for repair or replacement of missing and damaged meter lids.

**Unauthorized** access into the meter box, damaged parts, cut locks and tampering with any restricted parts of water service will incur a fine of up to \$500.00 plus any related repair or replacement expenses incurred by the water district. Customer responsibility and unrestricted access starts at the end of the service line and is usually connected directly to the customer service valve. The only exception to this will be given to Licensed Plumbers with the proper tools and knowledge to correctly access and manipulate the meter service. Although this exception is granted you are ultimately responsible for any damages that may occur.

All service charges, fines, fees and current usage balance must be paid in full for continued water service or before water service may be restored.

Business hours for Southeast Waterworks District No. 2 are 8:00 AM to 2:00 PM, Monday through Friday (excluding observed holidays). For emergency services needed outside of the Water Districts normal business hours the **Emergency Contact Information** is available by calling the Water Districts office at **(337)892-1072**.

If an Operator/ Service Member is requested during normal business hours there will be a \$50.00 Service Charge. If a service member is requested after normal business hours there will be a \$100.00 Service Charge per visit. Service Charges are billed to the account for which the meter services. Southeast Waterworks District No. 2 Operators/ Service Members cannot accept any form of payment outside of our Office.

There will be **no service charge issued** for calls that are determined to be the responsibility of Southeast Waterworks District No. 2.

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## **Termination or Inactivation of Water Service Requests**

Customers will be allowed to request termination of service, or place their water service accounts as inactive, one time at no charge during a consecutive 12 month period. Fee's schedule during reactivation of service for additional requests are as follows:

1 <sup>st</sup> request-	\$0
2 <sup>nd</sup> request-	\$50.00
3 <sup>rd</sup> request-	\$75.00
4 <sup>th</sup> request-	\$100.00

A \$100 fee will be charged for all additional requests during a consecutive 12 month period.

Service charges for these requests are either waived or included in the fee's listed above.

## **Water Consumption Reports**

A Water Consumption Report for your account can be requested through our office. This report can show water usage history from the meter over a limited time period. There is a \$25.00 charge for this service. A digital copy of this report can be emailed to the customer or a physical copy can be picked up from our office at no extra charge. A physical copy of the report can be mailed for an extra \$5.00 charge. Verify email address or mailing address with office personnel during the request for the Report.