

City of Sulphur

POLICIES, FEES & REGULATIONS

NEW ACCOUNTS:

- ✦ A valid photo ID and copy of lease/cash deed are required to begin service. A security deposit/account set-up fee is required on every water tap – **NO EXCEPTIONS**. Accounts are not transferable. If the account holder moves out, you must apply for the account/service to be in your name.
- ✦ If customer is transferring from one service address to another the balance from the previous account must be paid to zero before services can be transferred to the new account.
- ✦ Service and billing begin the day service is activated and/or unlocked.
- ✦ Only one home/dwelling per residential service.
- ✦ If customer does not close the account and provide a forwarding address, the deposit cannot be refunded.
- ✦ A commercial activity engaged in as a means of livelihood or profit, or an entity which engages in such activities requires a commercial rate class in addition to a valid **Occupational License**.

PAYMENTS:

- ✦ Bills are mailed out on or before your cycle date. Payments are due upon receipt and are delinquent if not paid by the due date at 4pm.
- ✦ Accounts paid after 4pm on the due date will be charged a 10% late fee.
- ✦ Any payments received after 4:00 pm will be processed on the next business day.
- ✦ Payments not received by the due date are subject to disconnection and collection fees.
- ✦ Failure to receive a bill does **NOT** exempt you from monthly payment, late charges, additional fees or disconnection.
- ✦ Bank Draft is available – the amount due is deducted from the customers bank account each month on your due date. Bank Draft begins the month after it is signed up for.
- ✦ On-line payments may be made on our website through Tyler Technologies:
www.sulphur.org OR by IVR 337-469-3119
- ✦ **If you make payments via “doxo.com” please note that we are NOT affiliated with this company or website.**
- ✦ We reserve the right to not accept checks from anyone.
- ✦ Credit Card Fee is 3.09% with a \$2.50 Minimum per Transaction
- ✦ ECheck fee is \$1.50 per Transaction
- ✦ IVR Pay by Phone is the above credit card or ECheck fees plus .50
- ✦ Any NSF payment will result in an immediate lock out with a \$25.00 charge and \$30 reconnect.
- ✦ A lock out for any reason requires the entire balance to be paid plus any additional charges.

LOCK-OFF:

- ✦ Payments received after 4pm on the due date are subject to lock-off and a \$30 reconnect fee.
- ✦ An additional \$100 fee is charged if the “lock” has been cut/tampered with, or water service to the property has been established by any means. This type of action could also lead to criminal charges.
- ✦ If you knowingly provide service to another property **your** services will be locked off and charges of theft will be filed against **both** residents.

- ✚ **Once the operator leaves the plant to begin lock-offs, the account is in collection status, regardless of whether the operator has locked the meter or not the reconnect fee will be charged.**
- ✚ The collection charge must be paid, along with the full balance due, in cash, credit or money order - checks will not be accepted.
- ✚ After payment has been received, we will coordinate a time with you to restore your services.
- ✚ *Someone over 18 must be in the home when services are connected.*
- ✚ Operators are not allowed to accept payment in the field or after office hours.
- ✚ Operators are only instructed which meters to lock. They are not instructed to knock on doors.
- ✚ Account will be closed by the office if the lock off balance is not paid within 7 days.
- ✚ In the event my account becomes ninety days or more past due, I agree that the utility department may add a collection fee not to exceed 35 percent of the past due amount.
- ✚ Residents on Carlyss water, that are on City sewer and/or trash, who do not pay their account balances will have their water locked off until full payment, plus the \$50 reconnect fee is paid. Any services not charged will be back billed.
- ✚ I also agree that the City of Sulphur, LA and any collection agency of the City of Sulphur , LA are hereby expressly authorized to contact me or my secondary contact by phone using the phone number on this utility application for any matter related to this utility account, despite protections afforded me by the Telephone Consumer Protection Act and despite the fact that the phone number I put on this application may be a cell phone.

Service will be locked if a check or online payment is returned by the bank for **ANY** reason.

A \$25 NSF fee and \$30 reconnect fee must be paid, in the form of cash or money order, in addition to the amount of the returned payment before service is restored.

Bank Drafts refused by the bank for Non-Sufficient Funds will be treated the same as a returned check.

TURN ONS WILL NOT BE CONDUCTED AFTER 3PM

OFFICE HOURS: 8 a.m. to 4:00 p.m.

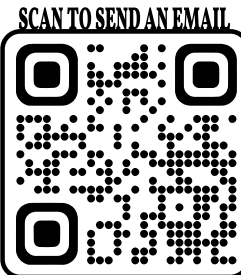
Monday through Friday

337-527-4522

utilities@sulphur.org

Subject line: UT4522 property address

We are open during lunch.



Drop slot is located on the north side of the building near the payment window for your convenience.

Please include account number on any payment made.

Copy received on _____ 20____.

Signature acknowledges receipt of these policies