

RAPIDES ISLAND WATER ASSOCIATION, INC.

P. O. BOX 458 (500-B ULSTER AVENUE) BOYCE, LA 71409
PHONE #: 318-793-4812 FAX #: 318-793-4823 EMERGENCY #: 318-484-3200

Website: www.rapidesislandwater.com

Email: riwa@bellsouth.net

WATER USER AGREEMENT

ACCOUNT # _____

SERVICE ADDRESS _____

An agreement, between the Rapides Island Water Association, Inc., a non-profit corporation, hereafter called RIWA and _____, a member of RIWA, hereafter called MEMBER. The MEMBER grants RIWA, it successors or assigns, a perpetual easement, with a width of no less than 10 ft. from road right of way, in, over, under and upon the above described land with the right to erect, construct, install and lay and thereafter use, operate and inspect, repair, maintain, replace and remove water pipelines and appurtenant facilities, together with the right of ingress and egress over adjacent land for the purpose mentioned above.

PRODUCT AND SERVICE PROVIDED: RIWA provides potable water at its meter for MEMBER use. RIWA is not required to provide fire protection, and therefore does not imply said service will be provided.

CONNECTION:

NEW SERVICE: Single Family Dwelling: RIWA will connect with the main distribution system and install a ¾-inch water meter. A larger meter may be requested and / or required under certain circumstances. ***Multi Family Units / Non-Residential / Trailer Parks / RV Parks:*** RIWA will determine the size / type meter used in connecting with the main distribution system.

EXISTING TAP: The meter will be installed and turned on at the valve inside the meter box by RIWA personnel. The MEMBER shall make sure all faucets are off and there are no leaks in their personal water line.

ALL CONNECTIONS: ALL MEMBERS shall install and maintain at his own expense a service line which shall begin at the meter and extend to the dwelling or place of use. MEMBERS are also required to have installed his own cut off valve for his personal use in his own water line. This valve is to be installed 10 – 12 inches outside the meter box. **The cut off valve inside the meter box is for RIWA personnel only and should not be tampered with by the MEMBER or persons working on behalf of the MEMBER. If the MEMBER does not install his own valve and request RIWA personnel to turn off the water, a \$50.00 minimum service charge will apply, and the MEMBER will be required to install his own valve at that time.**

EQUIPMENT: The initial meter box and lid is furnished by RIWA for protection of the meter. All broken lids and / or boxes will be replaced by RIWA, and the cost will be billed to the current MEMBER of record. If the MEMBER, or persons working on their behalf, uses the valve inside the meter box and a leak occurs or the valve is damaged, the MEMBER will be charged for the repairs.

SERVICE CALLS: Service calls resulting in a problem located before the meter or with the meter, is the responsibility of RIWA. **If the problem is located after the meter, on MEMBERS line, etc., a minimum service charge of \$50.00 will apply.**



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PAYMENT OF WATER BILL: The water bill for ALL MEMBER accounts is due and payable on the first day of the calendar month following the billing of said accounts. Accounts are considered paid when cash, checks or negotiable instruments are received in the RIWA office. Accounts not paid by the 15th of the month in which they are due will have a 10% penalty added to the current charges. The MEMBER will then have until the 20th of said month to pay the current charges plus the 10% penalty.

DISCONNECT POLICY FOR NON-PAYMENT: Disconnect orders are issued on the 21st of each month, or first business day following the 21st, on any account unpaid by 4:00 PM on the 20th of the month in which it is due. **SERVICE IS OFFICIALLY CUT OFF AT THAT TIME!!!** However, if physical limitations do not allow the actual service to be immediately disconnected, the account is still considered disconnected at that time, therefore will be subject to a reconnect fee.

RECONNECT POLICY: For service to be restored after it has been disconnected for non-payment, the past due amount must be paid **IN FULL, plus a \$50.00 reconnect fee.** The day service is disconnected and the day after, payment must be received before 3:00 PM to receive same day reconnect. Any payment received after 3:00 PM, the day service is disconnected or the day after, will be reconnected as soon as possible on the next business day. On the third day following disconnects, payment must be received by 12 NOON to receive same day reconnect.

DISHONORED CHECKS: When any MEMBERS account has been paid with a dishonored check or bank draft, the following procedure will apply:

A – MEMBER will be notified by regular mail and allowed three (3) business days, from the date of said notice, to remit payment of the dishonored check or draft, plus a \$20.00 service fee.

Payment must be made by cash, money order or certified check only.

B – If payment is not made within the allowed time (3 days), the MEMBERS service will be disconnected immediately. Reconnect fees will then apply.

LOCKED GATES and / or DOGS: Any MEMBER not providing accessibility to meters at reasonable times for meter reading because of a locked gate and / or dogs, is in violation of the by laws and water users agreement. The following steps will be taken:

A – RIWA will estimate the bill for that month.

B – The MEMBER will be notified by ordinary mail and asked to correct the situation to provide reasonable access to RIWA personnel within ten (10) days of date of notice.

C – If the MEMBER refuses or neglects to comply with the request for access, RIWA will relocate the meter at the MEMBERS expense.

THEFT OF WATER: Persons who tamper with the meter connection, to obtain water illegally, will be subject to a **minimum charge of \$100.00** and possible **criminal charges being filed for theft of utilities.**

MULTIPLE HOUSEHOLDS ON ONE METER: Service to more than one inhabited dwelling by one meter will be considered theft of water and will be subject to the same penalties.

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ACCOUNT HOLDERS AUTHORIZED REPRESENTATIVE(S)

Account # _____

Service Address _____

I, _____, the Account Holder, am adding the following Authorized Representative(s) to the above-mentioned account. I understand that the Authorized Representative(s) will be able to access account information and make changes to the account which includes disconnecting service.

ACCOUNT HOLDERS SIGNATURE _____

Authorized Representative: _____

Authorized Representative Social Security #: (LAST 4 ONLY) _____

Authorized Representative Driver's License #: (COPY REQUIRED) _____

Authorized Representative: _____

Authorized Representative Social Security #: (LAST 4 ONLY) _____

Authorized Representative Driver's License #: (COPY REQUIRED) _____

Authorized Representative: _____

Authorized Representative Social Security #: (LAST 4 ONLY) _____

Authorized Representative Driver's License #: (COPY REQUIRED) _____

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ACKNOWLEDGMENT RECEIPT

Account # _____

Service Address _____

Billing Address (*if different than service address*) _____

New Tap _____ 3/4" Meter _____ Master Meter _____ Compound Meter _____ Other _____

_____ **Regular Tap - (3/4" meter)** - Larger meters provided for an additional fee.

_____ **Parish Bore**

_____ **State Bore**

Existing Tap _____

I, _____, the Account Holder, do hereby acknowledge receipt of the Water Users Agreement of Rapides Island Water Association, Inc. **AND** understand that only the Account Holder will be able to access account information, make changes to the account or disconnect service **UNLESS** I add an Authorized Representative(s).

_____ I **AM** adding an Authorized Representative(s) (Please complete page 3)

_____ I **HAVE** provided a copy of my picture ID

_____ I **HAVE** provided Social Security # (**LAST 4 ONLY**) OR Tax ID # _____

_____ I **WOULD** like to receive news & alerts via text and / or email

_____ I **AM INTERESTED** in paperless billing (Please provide email address below)

EMAIL ADDRESS(S): _____

(Required for Paperless Billing & / or Alerts)

ACCOUNT HOLDERS SIGNATURE _____

PHONE NUMBER(S) _____

DATE _____

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ACCOUNT HOLDER INFORMATION

GENDER: ___ Male ___ Female

RACE: ___ Black or African American, ___ White, ___ Other,
___ American Indian/Alaska Native, ___ Asian, ___ Native Hawaiian or Other Pacific Islander

ETHNICITY: Hispanic or Latino: ___ Yes ___ No