

Albany Water Works

WATER USER AGREEMENT

29816 S. Montpelier Ave./ P.O. Box 1000 Albany, LA 70711
225.567.1101

This agreement entered between the Town of Albany, LA hereinafter called the "Town" and potential water user customer of the Town of Albany **(Name)** _____ hereinafter called the "Customer".

Physical Address of Home/Business: _____

Mailing Address IF DIFFERENT: _____

Two (2) Phone #'s: (Primary) _____ / _____

Email address: _____

Whereas the Customer desires to purchase water from the Town and to enter into a water user agreement. In consideration of the mutual covenants, promises and agreements herein contained, it is hereby understood and agreed by the parties hereto as follows: The Town shall furnish, subject to its Charter such quantity of water as Customer may desire in connection with the Customer's occupancy of the following described property.

The Following Fees That Apply **MUST BE PAID IN FULL Before Services Are Rendered**

Deposits & Service Fees:

Service Fee: \$20.00

Homeowner's Deposit: \$50.00

Renter's Deposit: \$100.00

Impact/Tap Fees:

Impact Fee: \$150.00 (inside) \$200.00 (outside)

Sewer: \$20.00 (residential) \$200.00 (commercial)

Tap Fees: \$300.00 (inside) \$500.00 (outside)

Sewer: \$50.00 (residential) \$500.00 (commercial)

- Commercial Customers -

You **MUST HAVE** a Cross Connection / Back Flow Preventer in place **BEFORE** water services can be connected at your location. If you have any concerns / questions regarding this matter please ask to speak with Ben Thompson.

"The following information is requested by the Federal Government to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information but are encouraged to do so. This will not be used in evaluation of your application, or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race national origin of each person/applicant based on visual observation surname."

Sex:

Male

Female

Ethnicity:

Hispanic/Latino or Not Hispanic/Latino

Black/African American

White/Caucasian

American Indian, Alaskan Native, Asian, Native Hawaiian, Pacific Islander

Customer Signature: _____ **Date:** ____/____/____

Clerk Signature: _____ **REC #** _____

Albany Water Works

WATER USER AGREEMENT CONT.

ARTICLE B.

WATER REGULATIONS, POLICIES AND RATES

SECTION 7-1010 Water Impact Fees

Impact fees are charged to new development to offset its impact on existing water and wastewater facilities. Impact fees help pay the cost of building and expanding facilities to provide the adequate services that a new development requires. These fees are updated every five (5) years. This one-time charge imposed that is designed to help recover capital cost associated with providing water and wastewater services to new development. It is a mechanism to have new development pays an equitable portion of required capital costs to include infrastructure and facilities.

New residential, commercial, or industrial development can increase water consumption and wastewater volume significantly. The increased demand may require the creation of greater storage capacity, additional pumping capability of expanded treatment facilities. SECTION 7-1010 Water impact fee added by ordinance on 14 Dec 2006.

Fee Schedule:

- (a) Residential water impact fee inside Town limits is \$150.00 per resident, apartment, or duplex
- (b) Residential water impact fee outside Town limits is \$200.00 per resident, apartment, or duplex
- (c) Commercial water impact fee inside Town limits is \$1,000.00 per building
- (d) Commercial water impact fee outside Town limits is \$1,200.00 per building
- (e) Industrial water impact fee inside Town limits is \$2,000.00 per tie-end
- (f) Industrial water impact fee outside Town limits is \$2,500.00 per tie-end
- (g) Motel or hotel water impact fee inside Town limits is \$150.00 per room
- (h) Motel or hotel water impact fee outside Town limits is \$200.00 per room
- (i) See wastewater impact fees schedule in section 7-1050 if required

SECTION 7-1011 Turning on Water

(a) No water from the town water supply shall be turned on for service to any premises by any person but the superintendent, or employee of the Water Department or some person authorized by Water Board and approved by the Mayor or Board of Alderman, to perform this service.

(b) Where water has been cut off or disconnected for nonpayment of a bill, temporarily disconnected at the request of the customer, or for other reasons, there shall be a charge of reconnection of seventy dollars (\$70.00). A schedule reconnect must be within twenty-four (24) working hours and during normal working hours. (09/05)

SECTION 7-1012 Application for existing service

(a) Application to have water turned on shall be made in writing to the clerk with applicable fees paid in full. The clerk will write a work order to be schedule for water service. Water service will be scheduled during regular working hours of Monday – Thursday within a twenty-four (24) hour period and Friday within a forty-eight (48) hour period. (As of 09/05)

SECTION 7-1013 Meter Deposit

A meter deposit of a sum to be determined by the mayor and board of alderman shall be made with each application, this sum to be retained to insure payment of all bills. When service to the applicant is discontinued permanently, this deposit, less any amount still due for water service shall be refunded without interest. The sum shall be fifty (\$50.00) dollars deposit for homeowners and one hundred (\$100.00) dollars for rental property, plus a twenty (\$20.00) dollar service fee. (Meter deposit of 5/980)

SECTION 7-1014 Service, New installation fee; resale; transferring

(a) All new connections with a water main shall be made with all required permits and fees recorded with the Town Clerk (State, Parish, and Town). All connections shall be made under the supervision of the superintendent or designated employee. And no connection shall be covered until the work has been inspected by him. Application for connection be made to the Town clerk, and all fees shall be paid to the Town clerk prior to any work. Fees are established by the mayor and board of alderman shall be paid for each connection. (Rev 03/07)

(b) No water shall be resold or distributed by the recipient there of from the Town to any premises other than with written authority of the mayor and board.

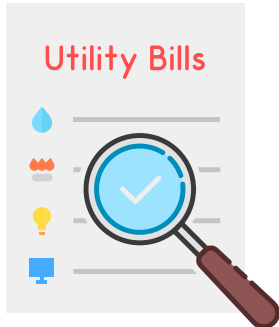
(c) It shall be unlawful for any unauthorized person to tamper with or alter any part of the Towns water works or supply system or any meter.

SECTION 7-1015 Service Pipes

(a) All service pipes from the meter to the premises served shall be installed by, and at the cost of, the property owner.

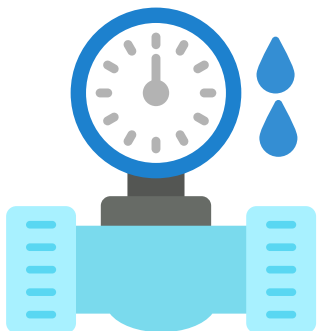
Albany Water Works

HELPFUL INFORMATION



Water bills are available on the 1st of each month and are **due by the 15th**. If the 15th falls on a weekend or holiday, bills are due the following business day. Please note that we bill a month behind, so the bill you receive will reflect water usage from the prior month. If you opt to receive a paper bill in the mail, we are not responsible for any loss or damage to your bill after it leaves our office. If you have any problems receiving your bill, please contact your local post office. Account balances can be found online, or you can call the office. We encourage customers to sign up for additional billing notifications in the event your bill is lost in the mail. **You are still responsible for paying your bill even if you do not receive one in the mail.**

After 2 months of past due bills, your water will be subject to disconnect. Our shutoff list is printed on the 1st of each month. Once you are on the shutoff list you must pay your entire past due balance to avoid disconnection. On shutoff day a \$70 fee will be charged to your account as soon as the work order is sent to lock your meter. **You will have to pay the fee whether your meter has been locked yet or not.** The \$70 fee plus your past due balance must be paid to reconnect. **Please note: Water Department Field Workers CAN NOT accept payment and must lock the meter immediately. They CAN NOT wait while you pay.** Once all balances have been paid and the lock has been removed from your meter, the customer is responsible for turning the valve back on. We are prohibited from turning the valve on to avoid accidental flooding of your home. Please pay as early as possible to ensure your water is reconnected the same day. Work orders are completed in the order they are received. **No work orders for reconnect will be completed after hours.**



Meters are the customer's responsibility. Avoid tampering with your meter and be mindful when cutting grass or working near it as you will be charged for any damage. The **ONLY** exception to this is damage caused by a natural disaster. The customer is also responsible for water lines running from the meter to the home. Any leaks on the customer side of the meter will need to be located and repaired by the customer.

Albany Water Works

CUSTOMER PORTAL INFORMATION

We have an online portal!
Visit our website at **townofalbanyla.com**
to sign up for AutoPay and text alerts!
Here's how:



Make sure to have your account number and primary_phone number on your account handy.

Step 1: Visit our website at *townofalbanyla.com*

Step 2: Click “*Pay Water Bill*” on the home screen.

Step 3: Click “*Register Here*” on the login screen.

Step 4: Put in your account number and phone number. Then click “*Yes, This is my account*” to verify it.

Step 5: Create a username and password. Then click “*Register.*”

For office use: Please indicate how you would like to receive notifications for the following items. Notification preferences can be changed any time through your online account.

	Email	RoboCall	Print
Bills	☐	☐	☐
Delinquency	☐	☐	
Payment Received	☐	☐	
AutoPay Notices	☐	☐	
NSF	☐	☐	
High Usage	☐	☐	