

TOWN OF OAK GROVE UTILITIES TERMS OF SERVICE

The following are the Terms of Service for all utility accounts with the Town of Oak Grove. Customers agree to be bound by these Terms of Service by receiving utilities from the Town of Oak Grove and by signing the Utilities Service Application. The terms, rates, and fees are effective July 2021.

1. Rates

The rates for utilities within the Town of Oak Grove are as follows:

RESIDENTIAL	
IN-Town Limits Water	16.50 per month minimum up to 2,000 gallons
	5.50 per month per 1,000 gallons or part thereof after 2,000
IN-Town Limits Water Waste	17.25 per month minimum up to 2,000 gallons
	5.00 per month per 1,000 gallons or part thereof after 2,000
OUT-Town Limits Water	16.50 per month minimum up to 2,000 gallons
	5.50 per month per 1,000 gallons or part thereof after 2,000
OUT-Town Limits Water Waste	17.25 per month minimum up to 2,000 gallons
	5.00 per month per 1,000 gallons or part thereof after 2,000

COMMERCIAL	
IN-Town Limits Water	40.00 per month minimum up to 5,000 gallons
	6.00 per month per 1,000 gallons or part thereof after 5,000
IN-Town Limits Water Waste	5/8" mtr 20.25 & 2" mtr 30.00 per month minimum up to 2,000 gallons.
	5/8" mtr 6.00 & 2" mtr 7.00 per 1,000 gallons or part thereof after 2,000
OUT-Town Limits Water	40.00 per month minimum up to 5,000 gallons
	6.00 per month per 1,000 gallons or part thereof after 5,000
OUT-Town Limits Water Waste	5/8" mtr 20.25 & 2" mtr 30.00 per month minimum up to 2,000 gallons.
	5/8" mtr 6.00 & 2" mtr 7.00 per 1,000 gallons or part thereof after 2,000

DEPOSITS	
Residential (Buyer/Owner)	100.00
Residential (Renter/Lessee/Tenant)	150.00
Commercial	150.00
Service Fee for all	5.00

NEW METER/TAP INSTALLATIONS	
Residential Water Meter (3/4" x 5/8" standard mtr)	250.00
Residential Water Meter (larger than standard mtr)	275.00 -- 1"
	325.00 -- 1.5"
	500.00 -- 2"
Commercial Water Meter	500.00
Residential Sewer Tap	500.00
Commercial Sewer Tap	500.00
Road Bore	300.00

2. Fees

All utility accounts are subject to the following fees, when applicable:

FEES	
Safe Drinking Water (SDW) Fee (applied each month)	1.00
Late Penalty (assessed after the 10th)	10% of the bill due
Receipt Fee (if you do not have your bill)	1.00
Late Assessment Fee (assessed at 4pm on the 20th)	30.00
Reconnection Fee	50.00
Moving/Transfer Fee	25.00
Non-Sufficient Funds (NSF) Fee/Returned Check	20.00

Safe Drinking Water (SDW) Fee: This fee appears on all utility bills each month to fund the chemicals used to purify the drinking water and to test the drinking water to ensure it is safe for consumption. This fee is mandated by the State of Louisiana.

Late Penalty: This fee appears on any utility account that has not been paid in full by the 10th day of the month. This fee is approximately 10% of the past due amount on the account. The fee is nonnegotiable and cannot be removed once applied.

Late Assessment Fee: This fee appears on any utility account that has not been paid in full *before 4pm on the 20th day* of the month. Once the fee is applied, it cannot be removed except under administrative error or extenuating circumstances. Once an account is assessed this fee, the account is placed on the "Disconnection List," which would mean a disconnection of utility services.

Reconnection Fee: This fee shall be paid in order to reconnect utility services for an account. This fee is nonnegotiable.

Moving/Transfer Fee: This fee is assessed to any account that is transferred to a different service address.

Non-Sufficient Funds (NSF) Fee/Returned Check: Any check that is returned for non-sufficient funds will receive this fee. This fee may be combined with other fees if an account is past due because of the returned check.

3. Application for Service

An application for utility service must be completed in order to; (1) begin or start new utility services, or (2) move or transfer utility services to a new address. Applications must be fully completed and signed by the applicant.

4. Tampering with Utility Meters

Tampering, adjusting, or altering a utility meter or tap shall be an unlawful action. Any individual who has tampered, adjusted or altered any utility meter or tap shall be subjected to prosecution by the Town of Oak Grove.

5. Form of Payment Accepted

The Town of Oak Grove accepts the following forms of payment:

- (1) Personal, business, or official bank check;
- (2) Money order by any reputable institution;
- (3) Cash;
- (4) Debit and credit card through our partner online or phone payment system;
- (5) Online Bill Pay service through your bank.

Checks or money orders must contain the account number of the utility account in the memo area. Checks or money orders that do not contain the account number of the utility account may experience delay in processing and be subject to relevant fees.

The Town of Oak Grove may opt to decline a form of payment to specific accounts for specific cause based on the payment history of the account, such as declining to accept personal checks due to returned payments for non-sufficient funds.

6. Online and Phone Payment Terms and Fees

The Town of Oak Grove has partnered with nCourt to provide an online and phone payment option to utility customers. If this online or phone payment option is chosen, users are subject to the following fee schedule:

Online and Phone Payment Convenience Fee Schedule	
Amount of Utility Bill	Convenience Fee
up to 150.00	3.95
150.01 to 300.00	4.95
300.01 to 600.00	6.95
600.01 to 999.99	9.95
1,000 or more	5% of bill

nCourt processes payments through their service. Customers who opt to make payments through the online or phone payment system provided through nCourt must accept and abide by the nCourt Terms of Service and Conditions. The Town of Oak Grove does not guarantee or accept nor assume any liability for any payments made through nCourt.

7. On-site Dropbox Terms

Customers may use the after-hours drobox to submit payments on utility accounts. Payments submitted through the drobox are processed the following business day regardless of the date written or printed on the form of payment. Payments made through the drobox shall be subjected to relevant late fees if made after 4:00 pm on the date due or the date the late assessment fee is applied. **Cash cannot be accepted through the after-hours drobox.**

8. Termination of Service

Utility accounts shall not be terminated until the appropriate form authorizing such has been requested, filed and processed. If an account has not been properly terminated, the account may continue to receive service charges and related fees until such termination form is filed. Customers who terminate service are responsible for their final utility bill and any past due on the account. Any utility account that is terminated with a past due amount or whose final bill is not paid will have the account deposit seized to be used to satisfy the account. If the final bill or past due amount is higher than the deposit amount, the customer shall be responsible for the remaining balance.

9. Deposit Refund Requests

Once an account is closed and upon the final bill and/or past due amount being satisfied, the customer is eligible to receive the refund for the account deposit. Once a deposit has been refunded and the account terminated, a new deposit must be made in order to start service to the account.

10. Due Dates and Other Important Dates

UTILITY BILL DUE DATE
10th day of the month or the next business day

LATE FEE DATES	
Late Penalty	11th day of the month or next business day
Late Assessment Fee	<i>Added at 4pm on 20th day of the month or next business day</i>

The Town of Oak Grove is not responsible for bills customers receive late or do not receive at all. If a customer does not receive a bill in a timely manner, it is the responsibility of the customer to contact the Water Department in-person, by phone or in writing to request a copy of the account's utility bill. Copies can be provided to the customers at no additional charge in-person, by fax or by email.

All forms of payment must be received by the due date in order to avoid late fees, including payments submitted by mail.

11. Mailing Delays or Failures

The Town of Oak Grove is not responsible for mailing delays nor failures nor changes of address through the United State Postal Service. Bills that experience mailing delays or failures will be assessed a late fee and disconnected if not paid in full by the relevant date. It is the responsibility of the customer to ensure the mailing address provided to the Town of Oak Grove is correct and accurate.

12. Misplaced or Damaged Bills

It is the responsibility of the customer to contact the Town of Oak Grove if the customer has misplaced a bill or received an illegible bill. Copies of utility bills can be provided upon request in print, by fax or by email.

13. Office Hours and Reporting Utility Problems

Town of Oak Grove offices are open Monday through Thursday from 8:00 am until 4:00 pm and Friday from 8:00 am until 3:30 pm, excluding holidays. Customers can report utility problems to the Water Dept. during these hours.

14. After-Hours Emergencies

If your service address experiences an emergency relating to utilities proved by the Town of Oak Grove, it the responsibility of the customer to call the After-Hours number to report such emergency. After hours number is 318-428-3275.

***There shall be no call-outs after office hours to open meters that are locked for non-payment of a bill. To have service restored on the same day, payment must be received by 3:00 pm. Water service techs are not bonded to carry money and shall not collect for bills.

15. Damage Liability

The Town of Oak Grove will not be responsible for any physical or property damages incurred due to failure, turning off, discontinuation, turning on or reconnecting of water service.

16. Uncollected Customer Balances and Bad Debts

All bad debts are logged on computer. When a customer comes in to open or transfer an account, the name and address is checked to verify if a past due balance is owed. If a balance is owed, the customer must pay the outstanding balance before another service is opened. If the bad debt is with AMS collections, the customer will need to contact AMS to make payment.

17. Collection Procedures for Bills Remaining Unpaid for 30 Days After Service is Disconnected for Non-Payment of Bill

(1) *Customers with Another Open Account:* A Final Bill is sent to the customer. If the account remains unpaid after the 20th of the month shown on the final bill, the open service is will be disconnected until payment is made for all bills and fees.

(2) *Customers without Another Open Account:* A Final Bill is sent to the customer. If the account remains unpaid 60 days after the due date of the final bill, the account will be turned over to a collections agency and subject to all penalties and fees assessed by the Town of Oak Grove and the collections agency.

18. Bill Adjustments

Payments will be adjusted for high bills caused by leakage. The customer must fill out a "bill adjustment" form stating that the high bill(s) was caused by a leak, date the leak was repaired and the name of the person that repaired the leak.

***Only one leak will be adjusted per calendar year (Jan-Dec) and only two months will be considered for adjustments.

ADJUSTMENT ALLOWANCES	
Residential	.01 to 60.00
Commercial	.01 to 170.00

A claim for an adjustment must be made within 30 days of the due date.

19. Extended Payment Policy

Payments will be extended for high water bills caused by leakage. The customer must fill out a leakage declaration form stating that the high bill was caused by a leak, date the leak was repaired and the name of the person that repaired the leak.

A minimum average bill (dollars) must be paid. The balance is to be paid in approximately equal monthly payments not to exceed 3 months.

Both the regular water bill and extended payments must be paid on schedule or water service will be disconnected. If service is disconnected, the full balance plus a reconnect fee must be paid to reopen the service.

Only one extended payment per calendar year will be allowed.

20. Bill Due Date Extension

Customers with limited incomes (on Social Security or Disability and are able to provide proof) can apply for an exemption from penalty charges by completing a "bill due date extension" form. All applications must be approved by the director, utility billing coordinator or the senior billing clerk.

The customer will not be charged a penalty fee. When the application is received, the billing clerk must attach proof of disability or that the customer is on Social Security to the form. The form is submitted to the senior billing clerk for approval. After the application is approved, the billing clerk must change the appropriate penalty exempt code on the computer(s) for that customer. The customer will still be subject to lock-off if the bill is not paid.

The name and Social Security number (SSN) submitted must be an exact match to the name and SSN listed on the water account.