

ACCOUNT# _____

PRE SERVICE PAYMENT# _____

SERVICE ORDER # _____

**TOWN OF ROSEPINE UTILITY DEPARTMENT
P.O. BOX 528, ROSEPINE, LA 70659
337-463-8908 EXT. 10**

READ ONLY ()

READ & UNLOCK ()

READ & LOCK ()

OUT ()

SERVICE ORDER

TODAY'S DATE: ____/____/2023

DATE FOR ACTION: ____/____/2023

NAME: _____

SERVICE ADDRESS: _____

BILLING: _____

PHONE (HOME) _____ (WORK) _____ (CELL) _____
(PLEASE LIST PHONE # THAT YOU WOULD LIKE TO RECEIVE ANY NOTIFICATIONS IN THE HOME FIELD)

SOCIAL SECURITY # _____ RENTAL () OWNER ()

IF RENTING WHAT IS THE OWNERS NAME ,ADDRESS, AND PHONE #?

RACE OR ETHNIC GROUP (OPTIONAL) _____ MALE () FEMALE ()

SIGNATURE X _____

(OFFICE USE ONLY)

METER INFORMATION

DATE ON ____/____/2023

COMPUTER READING _____

SERIAL # _____

METER READING _____

DATE OFF ____/____/2023

COMPUTER READING _____

SERIAL # _____

METER READING _____

PAYMENT INFORMATION/ACCOUNT TYPE/OTHER INFORMATION

METER DEPOSIT \$ _____

WATER TAP \$ _____

SEWER TAP \$ _____

CONNECTION FEE \$ _____

RESIDENCE ()

BUSINESS ()

NON-PROFIT ()

INSIDE TOWN LIMITS ()

OUTSIDE TOWN LIMITS ()

CLERK _____

{PLEASE FILL OUT THE INFORMATION IN THIS PORTION}

TOWN OF ROSEPINE
CUSTOMER UTILITY SERVICE AGREEMENT

- Meter deposit of \$75.00 for owners with proof of ownership.
- Meter deposit of \$100.00 for renters.
- Upon termination of services, deposit monies are to be used to reduce/eliminate any unpaid balance. The remaining amount, if any, will be refunded.
- There is a \$10.00 transfer fee when transferring services to a new account.
- Utility bills are always due on the 15th of the month. If the 15th falls on a weekend, it will be extended to the next business day.
- Payments in the form of check, cash, money order, credit/debit card and SOFTtelPay (by phone or online) are accepted.
- There is a \$25.00 NSF fee for any returned checks.
- There is a credit card processing fee which is \$1.00 for up to \$100.00 and \$1.00 for each \$50.00 thereafter.
- Utility bills are generated and mailed on or about the first day of the month.
- Customers are allowed a “one time per twelve months” leak adjustment.
- If the bill is not paid in full by the last day of that month service will be disconnected the very next business day.
- There is a \$40.00 disconnect fee for all accounts that have not been paid by the time the disconnect list has been generated by the Utility Clerk the morning of disconnect day.
- In order for the services to be reconnected the past due amount plus the \$40.00 disconnect fee must be paid. Only cash or credit/debit cards will be accepted for services to be reconnected.
- Customers are allowed a “one time per twelve months” extension. An extension cannot be granted after service has been disconnected for non-payment.
- Workers that are disconnecting the meter cannot take any form of payment.
- There will be a \$50.00 after hour fee for services to be reconnected after business hours.
- If billing usage is disputed by the customer, then a re-read can be done. In the case that the reading is correct the customer will be billed \$10.00. If we find a problem with the reading then the fee will be waved.
- When moving, you are required to come into the office to have service disconnected.
- All final bills that go unpaid will be reported to the Credit Bureau Services.

By signing this document, I am agreeing that I am well aware of the Town of Rosepine’s utility policies and I have received a copy of this utility policy agreement.

X_____ Date_____

Please print name here. _____

Town of Rosepine
New Customer Cross-Connection Service Agreement

1.0 PURPOSE

The Town of Rosepine is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Town of Rosepine will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not reestablish service unless it has a signed copy of this agreement.

2.0 RESTRICTIONS

The following unacceptable practices are prohibited by state regulations.

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply and private water eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the public drinking water supply is permitted.

3.0 SERVICE AGREEMENT

The following are the terms of the service agreement between the Town of Rosepine and _____(CUSTOMER NAME).

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premise is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the Water System's normal business hours.

Signed: _____

Dated: _____